Shaw Direct Satellite TV – User Guide

Essential HD Receiver (HDDSR 600)

Advanced HD Receiver (HDDSR 605)

Advanced HDPVR (HDPVR 630)

Shaw Direct

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Created & Maintained by: Consumer Products

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Table of Contents

1. THE BASICS 1
1A. Connections and Video Settings 1
1B. Current Version 3
1C. Activating Your Receiver 3
1D. Using Your Remote Control 3
1E. Menu Bar 5

2. FINDING WHAT YOU WANT, WHEN YOU WANT 10
2A. The Guide 10
2B. Search Tools 14
2C. Info Pages 16
2D. Program Options Menu 17
2E. Upcoming Air Dates Screen 18
2F. Audio Search 19

3. CUSTOMIZE YOUR VIEWING EXPERIENCE 20
3A. User Modes 20
3B. Single User Mode & Parental Controls 21
3C. Multi-User Mode & Parental Controls 23

4. HDPVR 630: SMART PVR TECHNOLOGY 26
4A. Setting Recording Events 26
4B. Customizing Your Recording Event Options 27
4C. Saving your Recording Schedule 29
4D. Viewing Upcoming Recordings 29
4E. Recording Symbols 30
4F. Dual Recordings 31
4G. Manual Timers 31

5. THE PVR LIST 32
5A. Playing Back Your Recorded Programs 32
5B. Playback Controls 34

6. CONTROLLING LIVE TV WITH LIVE-OFF-DISK (LOD) 36

7. EXPANDING YOUR RECORDING CAPACITY 37
7A. External Hard Drive Requirements 37
7B. Setting Up Your External Hard Drive 38
7C. Using Your External Hard Drive 38

8. HDDSR: SMART REMINDER TECHNOLOGY 39
8A. Setting Reminders 39
8B. Viewing Reminders 39
8C. Managing Reminders 40
8D. Using Auto-Tunes 40
8E. Auto-Tune Conflicts 41

9. SHAW DIRECT ON DEMAND 41
9A. Watch what you want, when you want 42
9B. Getting Connected 42
9C. How to Connect 43
9D. Verifying Connectivity 45
9E. How to Order 46
9F. Parental Controls and Bandwidth Management 47
9G. General Help 49

10. OTHER MENUS 50
10A. Pay-Per-View 50
10B. Mail Messages 50
10C. Caller ID Log 51

11. SETTINGS MENU 51
11A. Preferences 51
11B. Backup and Restore 55
11C. Status 56

12. FREQUENTLY ASKED QUESTIONS 56
12A. General FAQ 56
12B. Shaw Direct On Demand Frequently Asked Questions (FAQ) 57

How to Read This Manual

3C. User Settings and Appearance

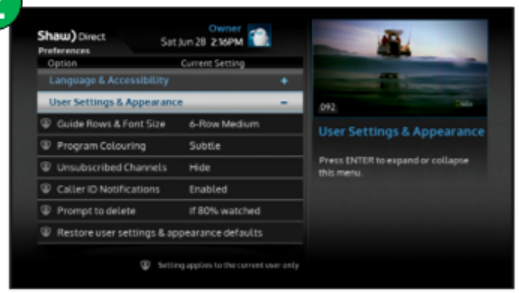
The ***User Settings and Appearance*** menu allows you to custo the way the Guide looks, as well as set user-specific settings such as Caller-ID display. Press **MENU**, select "Settings", select "Preferences" and expand "User Settings and Appearance".

following options are available in the Guide Settings menu:

- **Guide Rows & Font Size** [6-Row Large, 6-Row Medium, 8-Row Small]: Allows you to adjust how many channels you see at once from within your guide. Also adjusts your font size for the guide and on-screen text.
- **Program Colouring** [Full-Colour, Subtle]: Adjusts the colour style for program genres within your guide. "Full-Colour" features a bright colour gradient whereas "Subtle" features a horizontal colour bar on each program.
- **Unsubscribed Channels** [Show, Hide]: Choose to hide channels which are not included in your current programming package. If set to "Show," these channels will be greyed out within your guide.

GOOD TO KNOW

Channels on free preview will automatically appear in your Guide when available, and return to grey when the free preview has ended.



1. Applicable menu bar selection and/or remote control buttons are shown in the blue box
2. Bold, italic text corresponds to the one-screen diagrams at the right of the page
3. Remote control buttons are shown in capital and bold text
4. When there are multiple one-screen options available, these are described in a bulleted list.
5. Available selections for each on-screen option are shown in square brackets
6. Useful tips, HDPVR-only information and important notes are included throughout this guide

1. The Basics

1A. Connections and Video Settings

When installing your HDDSR, 1 direct coax line is required to connect to your satellite dish or multi-switch. If you have an HDPVR, 2 direct coax lines are required. The HDPVR will not function if only 1 line is connected. If you would like us to take care of the installation, call Customer Service or visit shawdirect.ca/contactus – we're here 24/7 to discuss available options and help you book an appointment.

If you are unsure of how to connect your satellite receiver to your TV or home theatre system, please refer to the corresponding product manual or the directions that came with your satellite receiver.

Cable Types

Note that the following cable types must be used to provide high definition (HD) picture:

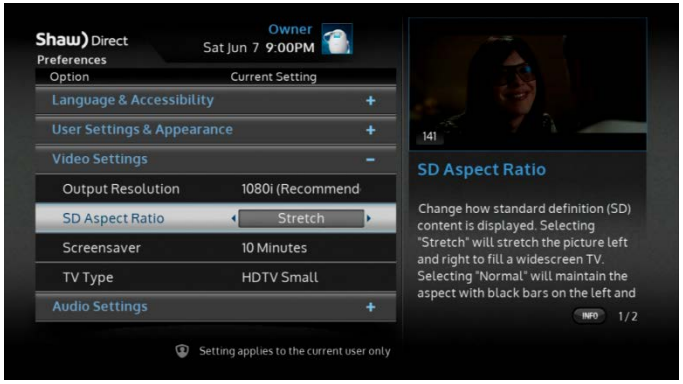
- **Component:** Look for three connectors on each end, coloured green, blue, and red. This cable is pictured at right and does not carry sound.
- **HDMI:** This cable carries both video and sound. It has a single identical connector on both ends.

The following cable types will provide Dolby Digital Plus and 5.1 Surround Sound when connected to a capable home theatre receiver:

- **Optical:** This thin cable has a small square connector at each end, as pictured at right
- **HDMI:** If supported by your home theatre receiver, you can use a single HDMI cable to connect your receiver to your home theatre system, and another HDMI cable to connect the home theatre system to the TV. Both video and sound are carried in the cable.

For the best television experience, it is recommended that you connect your HD receiver with one of the above video and audio connections. Component video and Optical audio are not available on the HDDSR 600.

Video Settings



After connecting your satellite receiver, taking a moment to optimize your video settings will ensure the best viewing experience. You are also able to set a screensaver in this menu. Press **OPTIONS** on your remote control, then enter the numbers **4, 5**. The following ***Video Settings*** options will be available:

- **Output Resolution** [1080p, 1080i, 720p, 480p, 480i]: This determines the primary resolution that is used to send video to your TV. On most HDTVs, 1080i is optimal. For SDTVs, use 480i.
- **SD Aspect Ratio** [Stretch, Normal, Zoom]: This determines how standard definition programs will be displayed.
    - "Stretch" will adjust the SD picture into a widescreen format, stretching the picture left to right.
    - "Normal" will maintain the original screen size, and will display black bars on the left and right of the picture.
    - "Zoom" will enlarge the picture on all sides, which will cause some of the picture to be cut off.
- **Screensaver** [off, 1, 5, 10, 30, 45, 60, 90 minutes]: Determines how long a static image must remain on the screen before the screensaver is activated. If the screensaver activates, simply press **ENTER** on the remote to remove it. Your location in the menus or options will always be retained.
- **TV Type** [HDTV Small, HDTV Large, SDTV (CRT)]: This option specifies what type of TV you have – if you previously had Shaw Direct's standard definition guide, you would have selected this during the initial set-up wizard to optimize your readability. Adjusting this setting outside of the setup wizard will only determine the default guide view (as outlined in section 2A. The Guide) for future user creation.

On a regular HDTV, recommended settings are 1080i, Stretch, and either HDTV Small or HDTV Large - this will result in standard definition channels automatically "stretched" by your TV to fit the screen.

On an SDTV connected via HDMI or component video, recommended settings are 480i, Normal, and SDTV (CRT). For SDTVs connected via composite video or coaxial, changing these settings will have no effect and is not necessary.

Press **GO BACK** or **EXIT** on your remote after changing the settings to return to live TV.

Once you select an Output Resolution, a pop-up message will be displayed to confirm that you have selected a resolution your TV can support. You must press **ENTER** on your remote to confirm, or the resolution will revert back to the previous one. This helps make sure you don't lose video and are unable to get it back.

GOOD TO KNOW

You can use the **ASPECT** or **B** button while watching any program or recording to stretch or zoom the picture. The current aspect mode is shown on screen each time you press the button, and will be reset to the default specified by the "SD Aspect Ratio" setting each time you turn on your satellite receiver.

Additional Connections

The following connections may also be required for access to certain features or services.

- ***Ethernet:*** An Ethernet cable is used to connect your receiver to your home router, which provides access to the Internet. Internet connectivity currently enables instant access to over 10,000 of your favourite movies, TV shows, and music videos with Shaw Direct On Demand. Details on our on-demand services can be found in Section 9.
- **Phone Line:** Connecting your HDDSR 605 or HDPVR 630 to your home phone line enables Caller ID, if you subscribe to this service through your local phone provider.
- **eSATA:** An eSATA hard drive can be connected to the HDPVR 630 to add even more recording capacity. Refer to page 37 for more information on this feature.

1B. Current Version

Pressing **OPTIONS, 4, 7** will display the System Status menu. Line H shows the version of your receiver software, listed as "Current Version". This manual applies to Current Version **42.47** and higher. Individual menus, options, or functionality may be slightly different depending on your Current Version. If you have questions about whether your receiver has the most recent version, please inquire with the Shaw Direct agent when you activate your receiver.

1C. Activating Your Receiver

Once connected, your receiver must be activated on your Shaw Direct account in order to access programming and function properly. You can reach Shaw Direct customer service anytime at 1-888-554-7827 to activate your receiver.

1D. Using Your Remote Control

For a full list of all buttons and their function, refer to the manual that came with your remote or the Welcome Guide that came with your receiver. Throughout this manual, refer to the blue table on the right side of the page to know which buttons access a particular functionality.

Navigating the Onscreen Menus

The following keys will allow you to navigate through the menus on your Shaw Direct HD receiver:

The **directional arrow** keys allow you to move up, down, left, and right through the onscreen menus. Your current selection is shown in white or blue.

The **ENTER** or **OK** button will "select" the item highlighted and display available options or confirm the current selection. For example:

1. Pressing **ENTER** will display the Program Options menu for *Live Free or Die Hard*.

2. Pressing **ENTER** will cancel the deletion of all recorded episodes of the program.

The **left** and **right** arrow keys also allow you to change options for the selected item in applicable menus, as indicated by the "◀▶" symbols on screen. For example:

3. Pressing the **LEFT** arrow key will change the SD Aspect Ratio to "Zoom", pressing the **RIGHT** arrow key will change the SD Aspect Ratio to "Normal"

The **CH▲** and **CH▼** keys allow you to move through lists one page at a time. For example:

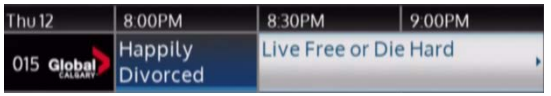
4. Pressing **CH▲** will page up and show channels 001-008, pressing **CH▼** will page down and show channels 017-024.

5. Pressing **CH▲** will page up and show episodes starting with *A*, pressing **CH▼** will page down and show episodes from *T* onwards.

The **GO BACK** key will save your changes and return to the previous menu.

The **EXIT** key will save your changes in the current menu and exit all the way back to live TV.

1



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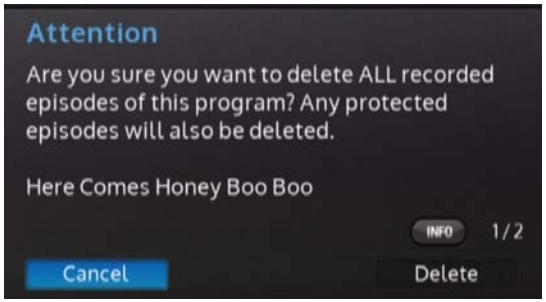

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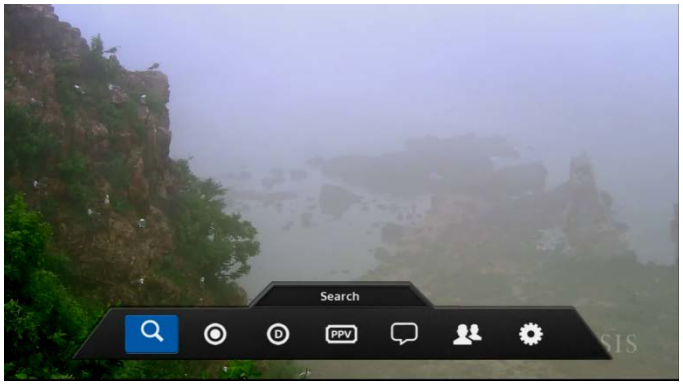
1E. Menu Bar

The ***Menu Bar*** is your portal to all the great features available on your Shaw Direct HD receiver. Many tools and menus found here can also be accessed directly by using the appropriate key on your remote control.

The Menu Bar can be accessed by pressing **MENU** or **INTERACTIVE** on your remote control. From live TV, pressing **A** will also bring up the Menu Bar.

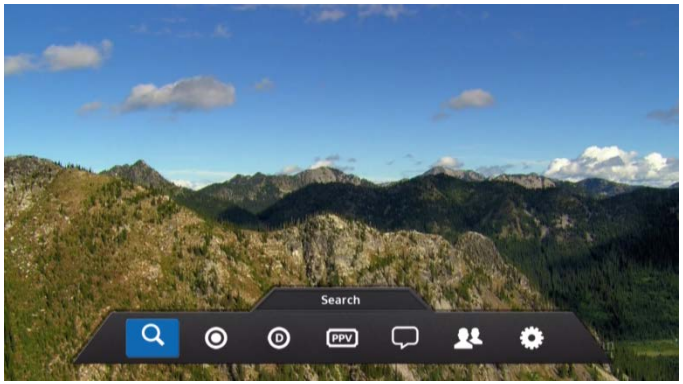
The Menu Bar will always appear at the bottom of your screen and will exit you from any active menus. Use the **LEFT** and **RIGHT** arrow keys to view available options and the **ENTER** button to access that menu option or submenu.

A complete listing of all menu selections on the HDPVR and HDDSR receivers is contained on the next pages.

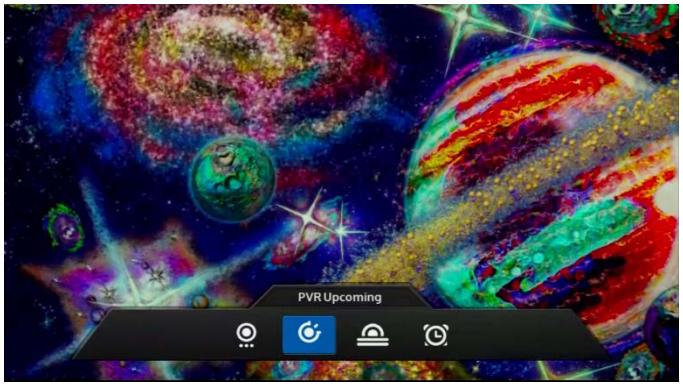


HDPVR Menu Bar

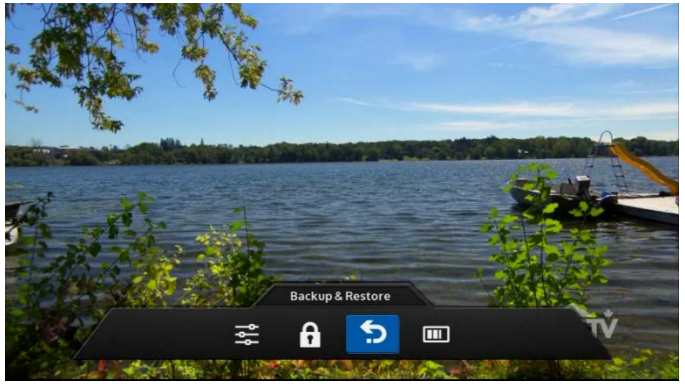
Search	Audio Search	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.
	Keyword Search	Search for programs using a keyword. Results will be returned when the keyword is found in the Program Title, Episode Title, Program or Episode Description or Cast.
	Interests Search	Search for something to watch or record by time frame, category, and genre.
	Category Search	Find currently airing programs in popular categories, such as Movies, Sports, or Children's programs.
	VOD	Brings up the Shaw Direct On Demand menu bar (which can also be accessed by pressing **D** on your remote).
	PPV	Brings up the pay-per-view menu bar.
	Guide	Displays the Interactive Program Guide (which can also be accessed by pressing **GUIDE** on your remote)



PVR	PVR Options	Customize your recording preferences for each series or show you have scheduled to record.
	PVR Upcoming	View a list of all programs that are currently set to be recorded in the next 14 days.
	PVR List	Accesses your previously recorded programs (also accessible by pressing **PVR** on your remote).
	Manual Timer	Manual Timers can be used to record programs manually by timeslot, rather than by program.
Video On Demand	Browse On Demand	Browse the on-demand library by category, channel and genre. Easily see your free (included-with-subscription) and pay content.
	VOD Title Search	Search the on-demand library by title, if you have something specific in mind.
	VOD Wishlist	You can add titles that you're interested in watching later to your on-demand wishlist through your receiver, the Shaw On Demand Search app or vod.shawdirect.ca. Access them all here.
	My VOD Orders	View active titles that have been ordered to your account, or resume an order you had previously stopped right from where you left off.
	VOD Adult Search	Browse the Adult Shaw Direct On Demand library, for 18+ viewers only – if adult content has been locked, this will not be accessible.
	Help	Provides an overview of how to access Shaw Direct On Demand.
Pay Per View (PPV)	PPV Search	Accesses the PPV store, to browse upcoming PPV movies and Events.
	PPV Adult Search	Browse upcoming adult PPV programs – for 18+ users only. This will not be accessible if adult content has been locked.
	My PPV Orders	View your PPV order history.

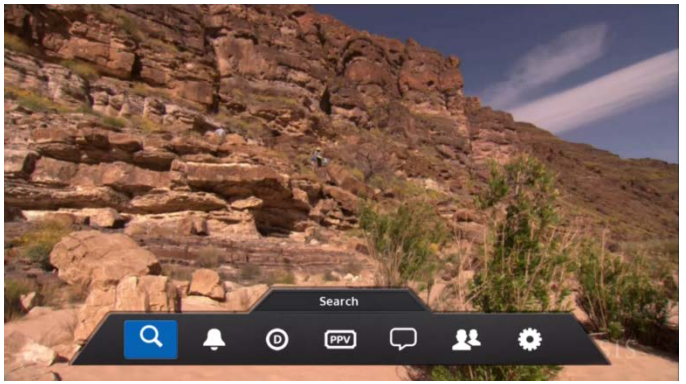


Messages	Caller ID		Check out your Caller ID log.
	Mail Messages		View your receiver mail messages sent from Shaw Direct – an envelope will be displayed on the info banner and front panel of your HDPVR if a new message is pending.
Switch User			Login to a different user profile. This will be unavailable if you're using Single User Mode.
Settings	Preferences		Access the options menu to adjust your preferences such as guide displays, language and hardware settings.
	Parental Controls		Adjust settings such as rating locks and the channel list displayed in your guide. If you're using Multi-User Mode, this will bring you to your active profiles screen.
	Backup & Restore		Allows you to backup settings and user profiles to a USB key, and restore them to a different receiver or after a factory reset.
	Status	System Status	Displays receiver specific information.
		Network Status	Displays information related to your network connection, used to access Shaw Direct On Demand.
		OSS Attribution	Displays Open Source Software information.



HDDSR Menu

Search	Audio Search	Allows you to search for commercial-free digital music stations by genre, or radio stations by city.
	Keyword Search	Search for programs using a keyword. Results will be returned when the keyword is found in the Program Title, Episode Title, Program or Episode Description or Cast.
	Interests Search	Search for something to watch by time frame, category, or genre.
	Category Search	Find currently airing programs in popular categories, such as Movies, Sports, or Children's programs.
	VOD	Brings up the Shaw Direct On Demand menu bar (which can also be accessed by pressing **D** on your remote).
	PPV	Brings up the pay-per-view menu bar.
	Guide	Displays the Interactive Program Guide (which can also be accessed by pressing **GUIDE** on your remote)
Reminders	Reminder Options	Customize your reminder preferences for each show you have set to be reminded on.
	Upcoming Reminders	View a list of all reminders for upcoming programs.
	Manual Timer	Manual Timers can be used to set reminders for programs manually by timeslot, rather than by program.
Video On Demand	Browse On Demand	Browse the on-demand library by category, channel and genre. Easily see your free (included-with-subscription) and pay content.
	VOD Title Search	Search the on-demand library by title, if you have something specific in mind.
	VOD Wishlist	You can add titles that you're interested in watching later to your on-demand wishlist through your receiver, the Shaw On Demand Search app or vod.shawdirect.ca. Access them all here.

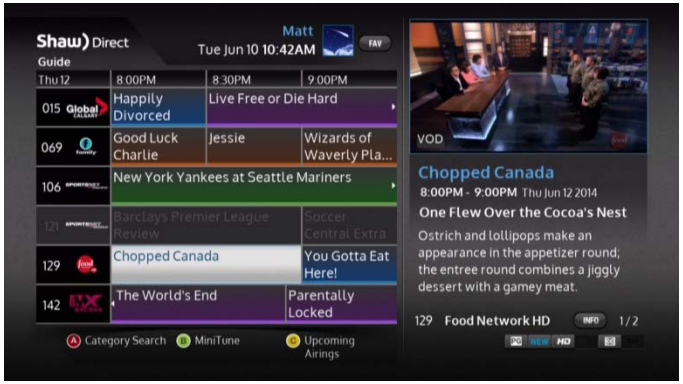


	My VOD Orders		View active titles that have been ordered to your account, or resume an order you had previously stopped right from where you left off.
	VOD Adult Search		Browse the Adult Shaw Direct On Demand library, for 18+ viewers only – if adult content has been locked, this will not be accessible.
	Help		Provides an overview of how to access Shaw Direct On Demand.
Pay Per View (PPV)	PPV Search		Accesses the PPV store, to browse upcoming PPV movies and Events.
	PPV Adult Search		Browse upcoming adult PPV programs – for 18+ users only. This will not be accessible if adult content has been locked.
	My PPV Orders		View your PPV order history.
Messages	Caller ID		Check out your Caller ID log. Only available on the HDDSR 605.
	Mail Messages		View your receiver mail messages sent from Shaw Direct – an envelope will be displayed in the info banner if a new message is pending.
Switch User			Login to a different user profile. This will be unavailable if you're using Single User Mode.
Settings	Preferences		Access the options menu to adjust your preferences such as guide displays, language and hardware settings.
	Parental Controls		Adjust settings such as rating locks and the channel list displayed in your guide. If you're using Multi-User Mode, this will bring you to your active profiles screen.
	Backup & Restore		Allows you to backup settings and user profiles to a USB key, and restore them to a different receiver or after a factory reset.
	Status	System Status	Displays receiver specific information.
		Network Status	Displays Shaw Direct On Demand specific information and statuses.

2.Finding What you Want, When you Want

2A. The Guide

One of the greatest features of your Shaw Direct digital satellite TV is the interactive on-screen ***Guide***. With the Guide, you can instantly see what's airing right now and into the future, on every channel you subscribe to! When accessed, the Guide will appear with the channel you're watching highlighted. You can browse the on-screen Guide while watching your favourite show in the corner of the screen.



Navigating the Guide

◀▲▼▶ Use the **directional arrow** keys to move up, down, left, or right through the listings. Pressing **ENTER** on a program which is currently airing will tune to that program; pressing **ENTER** on a program which is not currently airing will bring up the Program Options menu.

CH▲/▼ You can move an entire page at a time (the amount of channels will depend on your current layout) by using **CH▲** and **CH▼**.

◀◀ ▶▶ Use **REWIND** and **FAST FORWARD** to move backwards or forward in the listings 6 hours at a time.

↺ ↻ The **SKIP BACK** and **SKIP AHEAD** buttons skip 24 hours at a time, for example from 8:00pm Monday to 8:00pm Tuesday.

❚❚ ▶ Pressing **PAUSE** or **PLAY** while in the Guide will always take you back in the listings to the channel and program you're currently watching. If you're watching a recording, it will take you to the channel the receiver is currently tuned to in the background.

Press **EXIT** or **GO BACK** to leave the Guide and return to whatever you were watching.

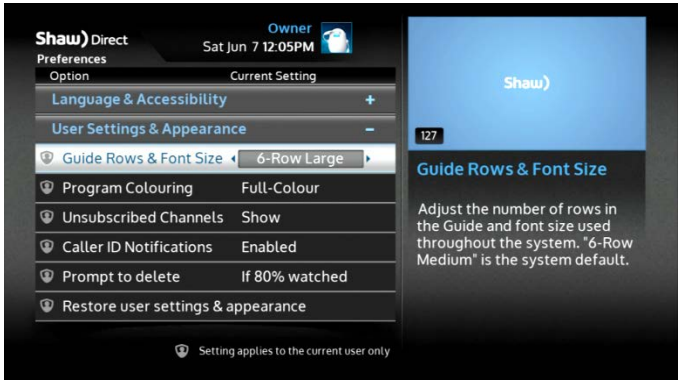
Within the Guide, pressing **A** will access the Category Search menu (detailed on page 15).

B "MiniTune" allows you to select a program, without leaving your current spot in the Guide. The program will appear in the Video Window at the top right of the screen.

C "Upcoming Airings" will provide you with a list of all channels and times the program you've highlighted will be airing.

Customizing your Guide

There are 6 different guide views you can choose depending on your needs. Change the amount of channels you see on one page, the font size (which will apply to all on-screen text) and how you see program genre colouring. Change your preference by pressing **OPTIONS**, scroll over to “Settings,” and select “Preferences.” The following ***User Settings & Appearance*** options will be available:

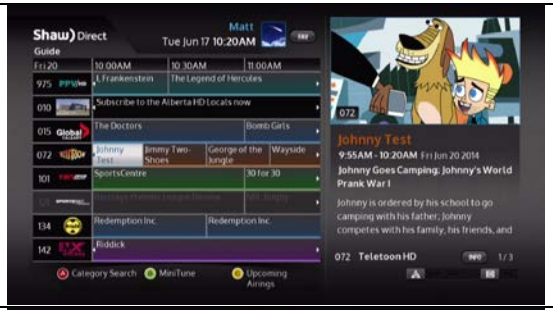
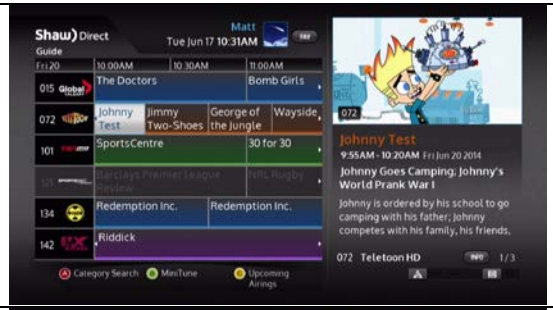
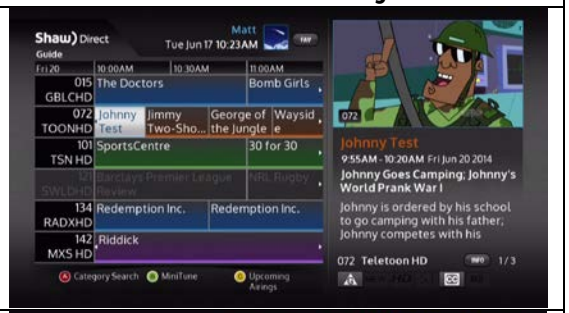
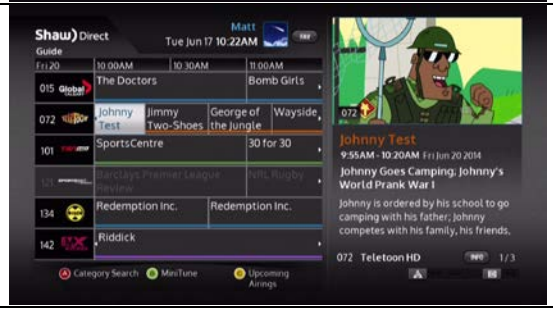
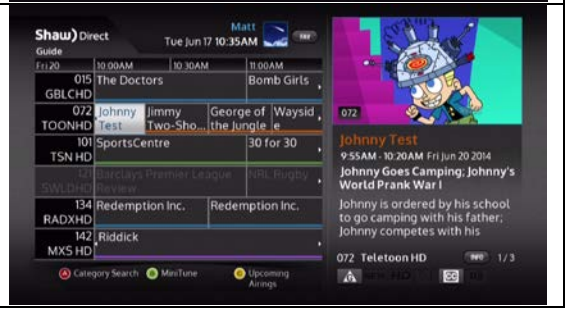


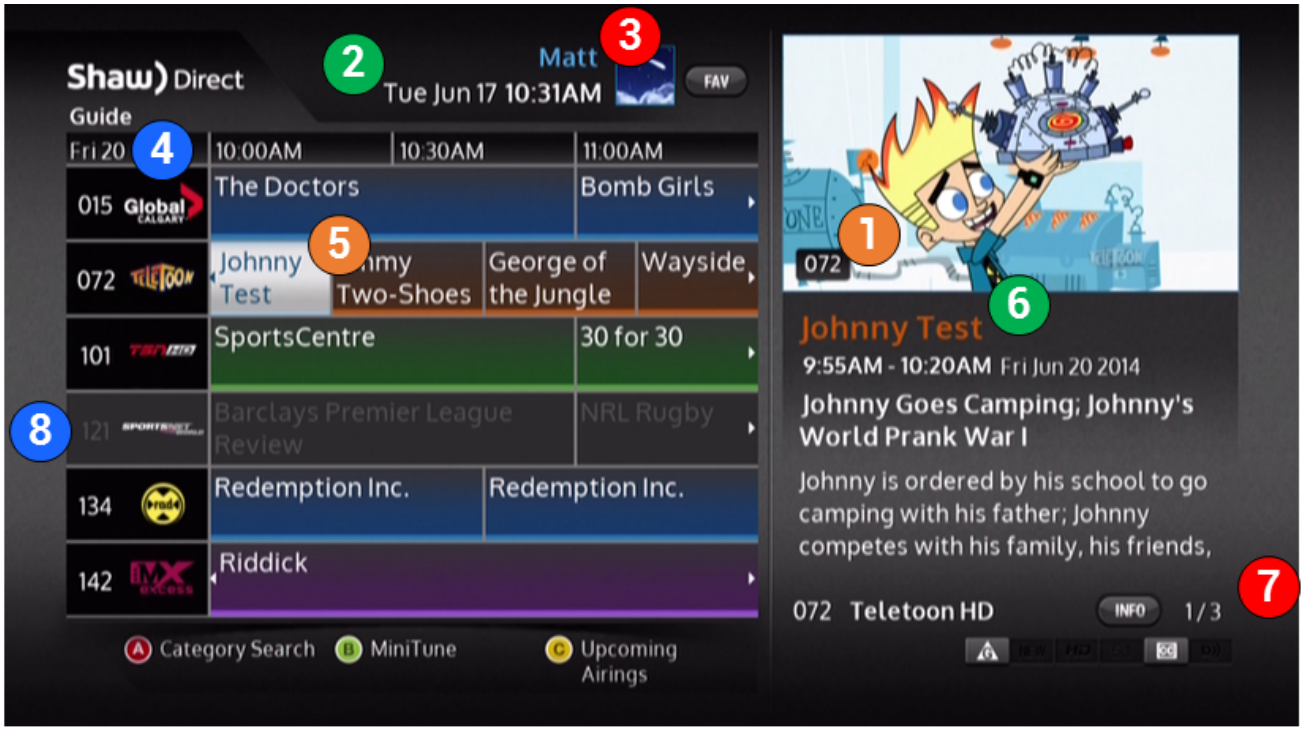
- **Guide Rows & Font Size** [6-Row Large, 6-Row Medium, 8-Row Small]: Allows you to adjust how many channels you see at once within your Guide. This also adjusts your font size for the Guide and all on-screen text, such as menus and on-screen messages.
- **Program Colouring** [Full-Colour, Subtle]: Adjusts the colour style for program genres within your guide. “Full-Colour” features a bright colour gradient whereas “Subtle” features a horizontal colour bar on each program.
- **Unsubscribed Channels** [Show, Hide]: Choose to hide channels which are not included in your current programming package. If set to “Show,” these channels will be greyed out within your guide.

GOOD TO KNOW

Channels on free preview will automatically appear in your Guide when available, and return to grey when the free preview has ended.

The following chart shows the different options available for customizing your Guide:

	Guide Rows & Font Size: **8-Row Small**	Guide Rows & Font Size: **6-Row Medium**	Guide Rows & Font Size: **6-Row Large**
Program Colouring: **Full-Colour**			
Program Colouring: **Subtle**			



1. Current channel number and Video Feed
2. The current date and time
3. Active user (only while in Multi-User mode)
4. Date you are looking at in the guide
5. Current selection is white
6. Information for the current selection.
7. Indicates there is more than 1 page of Information. Press **INFO** to page.
8. Unsubscribed channels are grey

All listings in the Guide and Search Results are colour-coded to help you find what you're looking for faster. When you select a program, broadcasting symbols help you understand more about it, such as the parental rating, whether it is presented in high definition, or if it is a new episode.

Colour Coding

Blue	**General Programming:** Includes network series, specials, news, and other regularly airing programs
Green	**Sports:** Includes most sports-related programs such as sports talk, live sporting events and replays, and sports-related series programming
Purple	**Movies:** Includes films and most documentaries
Orange	**Kids and Family:** Most programming intended for children and family viewing
Aqua	**Pay-Per-View:** PPV movies, sports, and events available for purchase
Grey	**Unsubscribed:** Channels not included in your programming package appear in grey. These channels can be hidden from your Guide, as described on page 11
	Current Selection: The program or menu item currently selected is always shown in white.

Broadcast Symbols

The following symbols are used to tell you about each program:

Program Attributes		Television Ratings	
HD	Broadcast in High Definition	C / C8	Children / Children over 8 years
5.1	Broadcast with Dolby® 5.1 Surround Sound	G / PG	General / Parental Guidance
3D	Broadcast in 3D (3D television required)	14+	Over 14 years
NEW	Episode airing for the first time	R	Restricted 17+
LIVE	Episode airing live	18+	Over 18 years
CC	Available with Closed Captions	A	Adults only
D	Available with Descriptive Video	—	Rating Undefined (unrated)

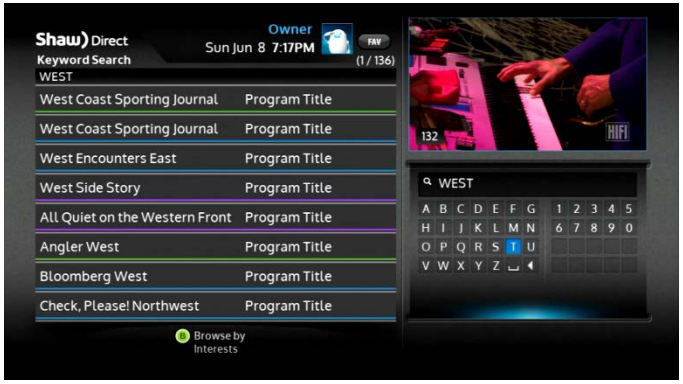
All program information is provided by the broadcaster.

2B. Search Tools

With over 600 channels and up to two weeks of programming information, sometimes it can be difficult to find what you're looking for using the Guide. By using the search tools built into your receiver, you can easily find programs airing on live TV by keyword, interests, or category.

Keyword Search

Menu Bar	5XX Remote	6XX Remote
Abc	N/A	N/A



Keyword Search allows you to search for programs or movies based on the title, information description or cast member. Matching titles will be displayed on the left side of the screen, along with where your text was found. Matches can be made on Program Title, Program Description, Program Cast, or Episode Title.

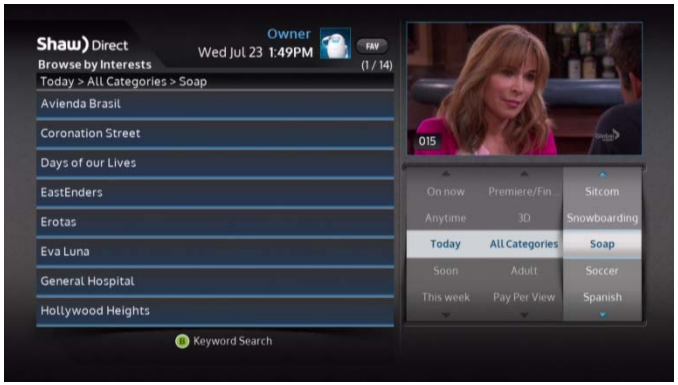
Press **MENU** on your remote, select "Search," then "Keyword Search." Use the **DIRECTIONAL ARROWS** and **ENTER** button to type letters into the Search tool. Results will begin to appear as soon as the first letter is entered. Once you see what you're looking for, use the **LEFT ARROW** to select the list, and the **UP** or **DOWN** keys to select the program. This will bring up the program description on the right side, with your keyword showing in blue. Pressing **ENTER** will give you the Program Options menu on the HDPVR, and the Upcoming Air Dates screen on the HDDSR.

You can also can choose to press **C** on your remote to see the Upcoming Air Dates screen quickly for your currently highlighted program.

To modify your search word(s), press **A** on your remote or arrow **LEFT** or **RIGHT** to be brought back to the keyboard.

Interests Search

Menu Bar	5XX Remote	6XX Remote
★	Interests / Intérêts	N/A



Interests Search is useful when you're not looking for a specific show, don't know the title of the show you're looking for, or just want to find a particular genre to watch or record. Similar to Keyword Search, as you select the time, category, and genre you are looking for, results will narrow or expand on the right side of the screen.

After selecting "Search" then "Interests Search" from the Menu Bar, use the **UP** and **DOWN** keys to select the time you would like to search in. Examples include "anytime", "up next", or "this week". Then, use the **RIGHT ARROW** to select the middle column where you can pick a broad category using the **UP** and **DOWN** keys. A variety of choices are available here, including "Movies", "Sports", "Children", and "HD". Use the **RIGHT ARROW** again to select the third column, which will show the available genres, such as "Action", "Musical Comedy", "Nature", or "Talk". Once the genre you're looking for has loaded,

use the **RIGHT ARROW** to select the list, and the **UP** or **DOWN** keys to browse through the available programs. Pressing **ENTER** will give you the Program Options menu on the HDPVR, and the Upcoming Air Dates screen on the HDDSR.

You can also can choose to press **C** on your remote to bring up the Upcoming Air Dates screen quickly for the currently highlighted program.

To modify your search, press **A** on your remote or arrow **LEFT** or **RIGHT** to be brought back to the Interests Search screen.

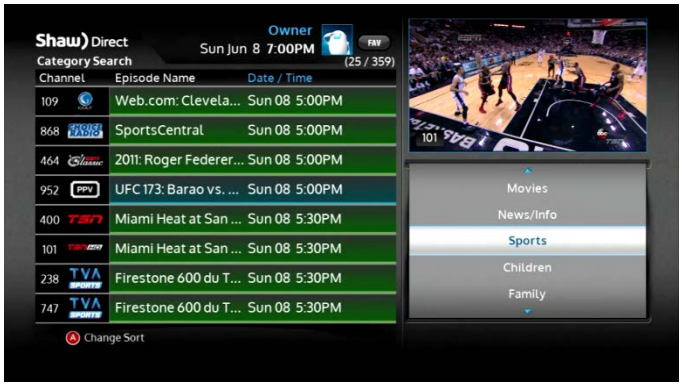
Pressing **B** on your remote will switch you to Keyword Search, and vice versa.

HDPVR TIP

Any series Recording Events created from the top-level search results (before selecting "view upcoming air dates") will default to record on **all channels**, unless changed in the PVR Options menu. See Section 4 for more details.

Category Search

Category Search allows you to search for something to watch based on popular categories. Results will include currently airing programs (plus programs which start in the next six hours) from channels you subscribe to. Unlike Keyword and Interests Search, results are not "folded" together by program – you will see an individual entry for each channel carrying that program.



After selecting "Search," then "Category Search" from the Menu Bar, use the **UP** and **DOWN** buttons on your remote to choose which category you'd like to search for. Results will come up on the left side as soon as you've chosen something. Press the **RIGHT ARROW** or **LEFT ARROW** button on your remote to select a title. Just like the other searches, **ENTER** will give you the Program Options on an HDPVR 630 and Upcoming Airings on a HDDSR. Pressing **C** on your remote will also display Upcoming Airings.

If you're not sure if the title you've selected is the one you want to watch and you want to keep browsing, press **B** on your remote to "MiniTune" the program to the Video Window on the right hand side. This will tune to the channel in the background, while keeping your spot in your search results list.

In Category Search, you can change how your results are sorted by pressing **A** on your remote. You are able to sort either by the Date/Time of the airings or alphabetically by the Episode Name.

2C. Info Pages

Expanded Information for most programs is available by pressing the **INFO** button on the remote control to page through the description. The number of pages of information is indicated on the bottom right side of the info window.

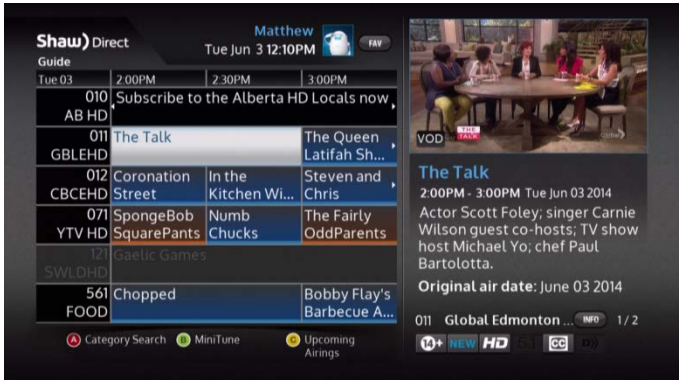
While watching full-screen video (such as live TV, a previously recorded program, or an on-demand selection), you can press **ENTER** for condensed program information, or **INFO** for full information.

Menu Bar	5XX Remote	6XX Remote
N/A		

Regular Programming

If available, the following ***information*** will be shown for regular programming. Note that not all broadcasters send the same amount of information, so it is normal for certain programs to have more or less information than others.

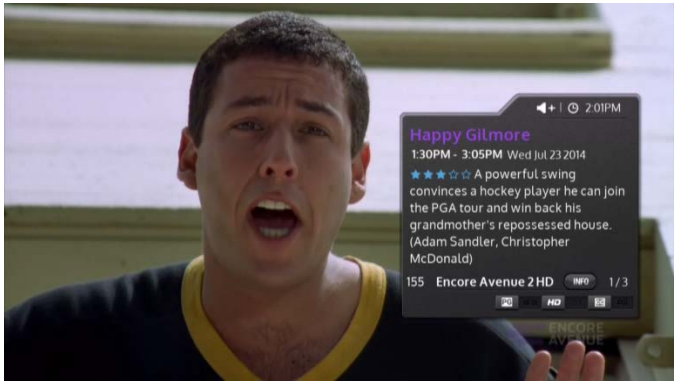
All pages show the program name; the date and time it airs/aired; the channel name and number the program airs/aired on; and the program attributes and parental rating. As you page through the complete program information, you'll find details such as the episode name, the full program description, original air date, genre of the program, cast and any parental advisories where applicable.



Movies and Documentaries

If available, the following ***information*** will be shown for movies and documentaries, including those airing on PPV. Note that not all broadcasters send the same amount of information, so it is normal for certain movies to have more or less information than others.

All pages show the channel name and number the movie airs/aired on; the date and time it airs/aired; the program attributes and parental rating; and the movie title. As you page through the complete program information, you'll find details such as the full program description, the year of release, genre of the movie, cast and any parental advisories where applicable.

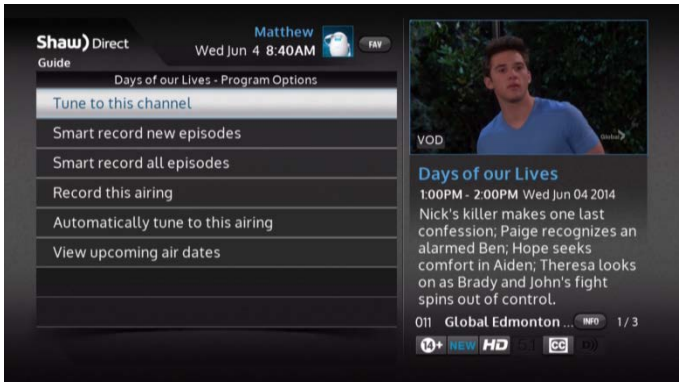


2D. Program Options Menu

The Program Options menu is your gateway to many of the great program-related features contained in your Shaw Direct receiver, including setting recordings or reminders and viewing upcoming air dates.

While in the Guide, Upcoming Air Dates screen, or Search results, press the **ENTER** key on the desired program to view the Program Options menu. If the program is currently airing, pressing **ENTER** will tune to it. In this case, press **OPTIONS** to access the menu.

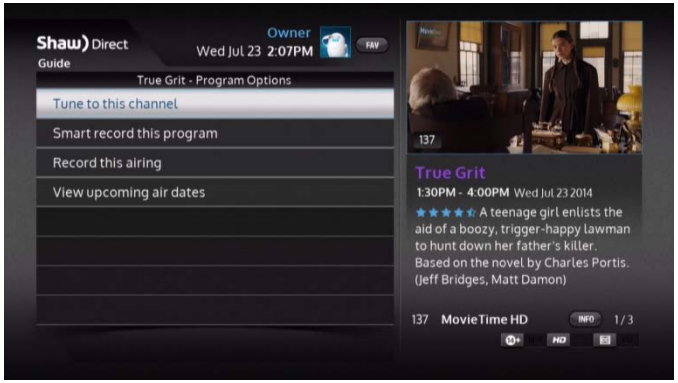
Regular Programming



For regular programming the following ***Program Options*** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing.
- **Smart Record new episodes** (HDPVR) or **Set a reminder for new episodes:** Sets a Smart recurring Recording or Reminder Event.
- **Smart Record all episodes** (HDPVR) or **Set a reminder for all episodes:** Sets a Smart recurring Recording or Reminder Event.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event.
- **Automatically tune to this airing:** Sets an Auto-tune Event for this episode.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this program.

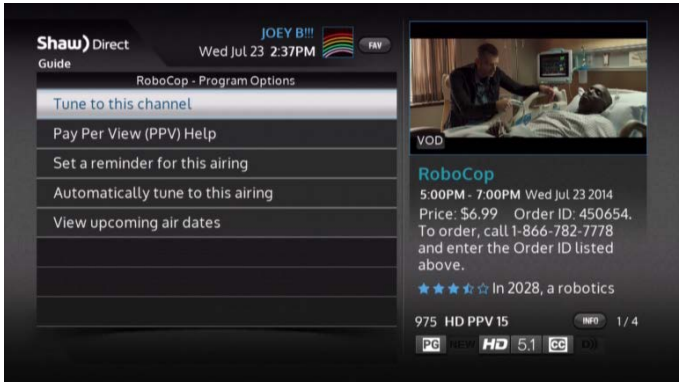
Movies and Documentaries



For films, the following ***Program Options*** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing.
- **Smart Record this Program** (HDPVR Only)**:** Sets a Smart one-time Recording Event.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event.
- **Automatically tune to this airing:** Sets an Auto-tune Event for this airing.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this movie.

Pay Per View (PPV) Movies and Events



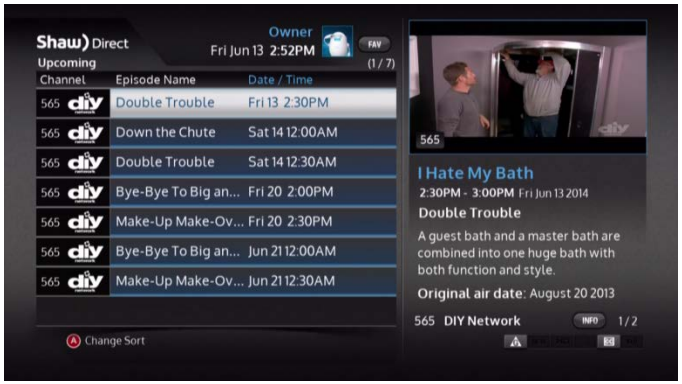
For PPV programs, the following ***Program Options*** may be available:

- **Tune to this channel:** Change to this channel, regardless of what is currently airing. If you haven't purchased the title, you will be presented with ordering instructions including the program's unique Order ID.
- **Pay Per View (PPV) Help:** Displays helpful information on ordering PPV in general.
- **Record this Airing** (HDPVR) or **Set a reminder for this Airing:** Sets a one-time Recording or Reminder Event. You must order the PPV by calling 1-866-782-7778 in advance of the start time.
- **Automatically tune to this Airing:** Sets a one-time Auto-tune Event. You must order the PPV by calling 1-866-782-7778 in advance of the start time.
- **View upcoming air dates:** View the Upcoming Air Dates screen for this PPV.

Full details on Reminder Events can be found in section 8. Full details on Recording Events can be found in section 4.

In accordance with studio licensing requirements, note that recorded PPV movies may only be available for playback for a limited time, as indicated by the on-screen prompts.

2E. Upcoming Air Dates Screen



The ***Upcoming Air Dates*** screen gives a convenient listing of all known upcoming air dates of the selected program or movie, on all available channels. You can press **ENTER** on any entry to view the Program Options menu, or use the **A** button or the **LEFT** or **RIGHT** arrow keys to sort alphabetically by Episode, or chronologically by Start Time. Press **GO BACK** to return to the location you started from.

HDPVR TIP

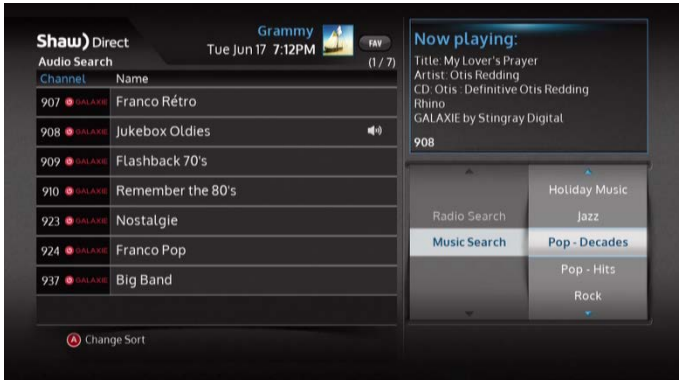
Any series Recording Events created from the Upcoming Air Dates screen will record on the **currently selected channel only**, unless changed in the PVR Options menu. See section 4 for more details on Recording Events.

2F. Audio Search

Menu Bar	5XX Remote	6XX Remote
♫	N/A	N/A

Shaw Direct carries 40 commercial-free Galaxie digital music stations and over 50 radio stations from all over North America. The Music Search tool allows you to easily find whatever you're in the mood for.

After selecting "Search" from the main Menu Bar, select "Audio search" and use the **UP** or **DOWN** arrow keys to choose between commercial free "Music" stations, or regular "Radio" stations.



Music

After selecting ***Music Search***, use the **RIGHT ARROW** to select the genre column, where you can use the **UP** and **DOWN** keys to select a genre such as "Classical", "Jazz", or "Rock". Corresponding stations appear on the left side of the screen, much like the other Search tools. Use the **RIGHT ARROW** again to select the results column and **UP** and **DOWN** to select the station you want to listen to. Pressing **ENTER** will tune directly to the selected station, while keeping you in the music search screen.

By default, when tuned to a commercial-free music station the ***track information*** will be displayed for each song. The receiver screensaver will activate over this information if the specified activation period is less than the song duration. Your screensaver settings can be changed within the Video Settings menu, as described on page 2.

Radio Stations

If you have selected Radio Search in the first column, use the **RIGHT ARROW** to select the city column, where you can use the **UP** and **DOWN** keys to select a city. Corresponding radio stations will appear on the right side of the screen. When you see the station you want, use the **RIGHT ARROW** to get to the results column and the **UP** and **DOWN** keys to select the station you want to listen to. Pressing **ENTER** will tune directly to the selected station, while keeping you in the music search screen.

Radio stations do not have track information available.

GOOD TO KNOW

If you have a favourite music or radio station, you can always enter the 3-digit channel number listed on the left side of the screen to tune directly without using the Music Search tool.

It is not possible to record content from the Music or Radio stations. Live-off-disk functionality (as explained in section 4) is also unavailable while tuned to a Music or Radio channel.

3.Customize Your Viewing Experience

3A. User Modes

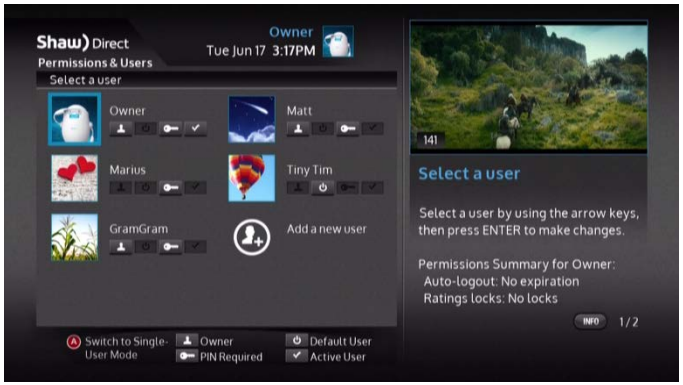
The Shaw Direct HD Guide offers two different options for how customizations (such as Guide views and channel lists) and Parental Controls (such as Rating Locks and restrictions) are handled – Single User Mode or Multi-User Mode.

Single User mode is designed for households who may not require different settings to be applied for different members of their household. For example, if your household is fine with having one customized channel list within your Guide, or with always having the same Rating Locks set. In this mode, a single PIN is used to set and override restrictions.

Multi-User Mode allows you to create up to 8 customized "profiles," each with their own specific user settings, appearance, Channel List, Parental Controls and more. Multi-User mode is perfect for households who have more than one user of a particular receiver, or want to create multiple custom channel lists. In this mode, each profile can have their own PIN, however there is no override mechanism. If you wish to access content that is locked for a particular user, you must switch to a different user where that restriction has not been set.

Switching User Modes

By default your satellite receiver will be operating in Multi-User mode, unless you had previously configured Parental Controls under the SD Guide. To determine what mode you are in, or to switch modes press **OPTIONS** and select "Parental Controls." If you are presented with the "***Select a User***" screen, you're already in Multi-User Mode. If you're presented with the "Permissions" (list-style) screen, you're in Single User Mode. Press **A** on your remote to change between the two different user modes.



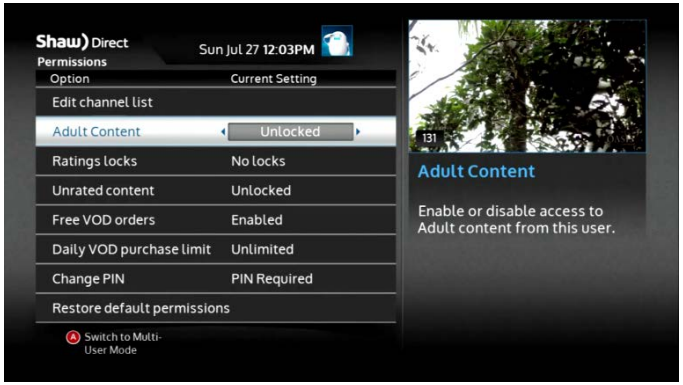
GOOD TO KNOW

While in Multi-User mode, the name of the active user and "FAV" button will be shown at the top of all full-screen menus. While in Single User mode, you won't see this.

3B. Single User Mode & Parental Controls

Single User mode permissions allow you to keep locked content from being accessed or viewed without the 4-digit parental password being entered. When activated within Single User mode, Parental Controls apply uniformly across the entire system, preventing access to locked programs via the Guide, Search results, direct channel entry, LOD playback, the PVR List, and on VOD.

Setting Parental Controls



You can access the ***Permissions menu*** by pressing **MENU**, selecting "Settings" and navigating to "Parental Controls."

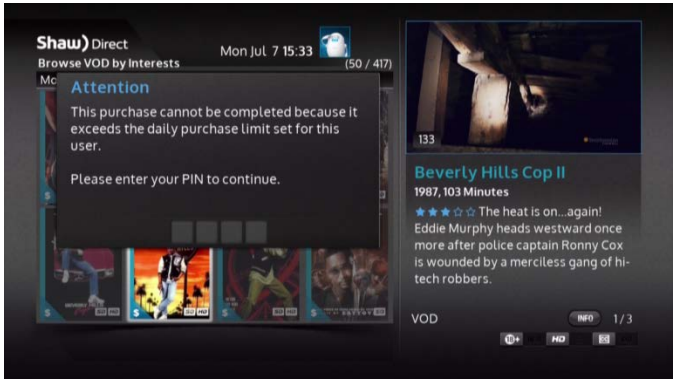
The following Parental Control options are available:

- **Edit Channel List:** Allows you to completely remove specific channels from your Guide and Search results which will leave you with your custom Channel List. Channels that have been removed can still be accessed via direct channel entry, however will require the PIN to view.
- **Adult Content** [Unlocked, Locked]: Locking adult content will remove the designated adult channels from the Guide, set ratings locks to "A (Adults only)", and require a PIN to access the Adult PPV and Adult On Demand stores. You will be prompted for your PIN to access all adult-rated content.
- **Rating Locks** [C (Children), C8 (Children over 8), G (General), PG (Parental Guidance), 14+, R (Restricted), 18+, A (Adults only), No locks]**:** Allows you to select the lowest rating you want to lock access to across the entire system.. For example, by setting Ratings Locks to "18+", all programs rated 18+ *and* Adults only will be locked. Choices available correspond to the Ratings listed on page 13.
- **Unrated Content** [Unlocked, locked]**:** Some programs, such as the nightly news, sporting events, and other specially categorized programs do not include parental ratings. By setting Unrated Programs to "locked", any program without a parental rating will require the password to view or access.
- **Free VOD Orders** [Enabled, disabled]**:** When you connect your receiver to your high-speed internet connection, you get instant access to over 10,000 on demand choices. llow no cost on-demand orders to be purchased or locked. See section 9 for more details.
- **Daily VOD Purchase Limit** [No purchases allowed, $5, $15, $30, $50, Unlimited]**:** Set a daily purchase limit for paid on-demand orders. See section 9 for more details.
- **Change PIN:** Change your current PIN. If no PIN is currently set, use this option to set a new PIN.

Locked content is indicated throughout the system with the closed “lock” icon.

If you’ve entered your PIN to unlock content, icons will change to the “unlocked” icon.

Using Parental Controls



You will be prompted to ***enter your PIN*** each time a locked program is encountered, you attempt to access a locked or protected menu, or change the permissions on the receiver.

Programs which exceed one or more Parental Control setting will also be locked in the PVR or Reminder Options and PVR or Reminder Upcoming menus and will require the PIN to view or modify.

The following Parental Control features provide further security against unauthorized viewing:

- **When the Program Changes:** If ratings-based locks are enabled, each time a new program starts which meets or exceeds current rating locks, the parental password must be re-entered. *For example, “Schindler's List” is a historical drama rated R for violence and language. You unlock this program for your teenager. It is followed on the same channel by “American Pie”, which is rated R for strong sexuality and crude dialogue. You will need to re-enter the parental password in order to unlock American Pie and allow it to be viewed.*
- **With No Guide Data:** If Guide data has been cleared by a power outage or reset and password PIN is set, it will be required to tune to *any* channel until Guide data has reloaded. In most cases, today’s Guide data should return within 5 minutes.
- **Incorrect Password:** If an incorrect PIN has been entered five consecutive times, the system will go into lockdown and deny access to **all** locked content for 60 minutes. If you have forgotten your password, you must call Shaw Direct customer service to have it reset.

If you are prompted for your parental password to tune to a channel or view the next program and do not wish to unlock that channel or program, simply press **LAST** on the remote control to return to the last channel you were viewing. You can also press **GUIDE** or **PVR** to find something else to watch.

GOOD TO KNOW

If you have unlocked a program or channel and wish to re-enable all locks, simply power the receiver off and then back on. All programs and channels will be re-locked based on the current Parental Control settings.

3C. Multi-User Mode & Parental Controls

As explained in section 3A, Multi-User mode allows you to create up to eight customized “profiles”, each with their own preferences, permissions, and restrictions.

While in Multi-User mode, the first profile on the system is known as the “Primary Owner”. Full access to the entire system is granted while this profile is active, so it’s a good idea to set a PIN if you plan to enforce any type of restrictions for other profiles. It is not possible to delete or apply any restrictions to this profile, although you can change the name and avatar.

Profiles designated as type “Owner” are able to modify settings and restrictions for all profiles, including their own. If you are operating with modified permissions for any user, it is imparitive that ALL owner-level profiles on your receiver have a PIN set.

Creating a new profile

To create a new profile, press **MENU**, navigate to “Settings,” and select “Parental Controls.” You should be presented with the “Select A User” screen – **RIGHT** arrow over to “Add a new user”. If you already set up an Owner profile PIN, you’ll need to enter it now.

You will then be asked to select a profile type with pre-set defaults, as listed in the table below, select which type you’re looking to set up. Don’t worry, all settings can be adjusted later.

	Owner	**Adult**	**Teen**	**Child**	**Guest**
Rating locks	No locks	No locks	18+	14+	14+
Unrated Content	Unlocked	Unlocked	Unlocked	Locked	Unlocked
Adult Content	Unlocked	Unlocked	Locked	Locked	Locked
Permission for PVR/Reminders	Full PVR Access	Full PVR Access	Limited PVR Access	PVR Playback Only	PVR Playback Only
Free VOD Orders	Enabled	Enabled	Enabled	Disabled	Disabled
VOD daily purchase limit	Unlimited	Unlimited	$5	No purchases allowed	No purchases allowed

After selecting a profile type, choose whether you'd like to set a PIN for this profile. If set, the PIN will be required once, each time the profile is activated.

Once your PIN has been confirmed, you will be asked to edit the user name. Use the **ARROW** keys and **ENTER** on your remote to navigate through the keyboard, and select "Accept" once you're done entering your text.

Now it's time to customize the exact ***permissions*** for this specific user, which should now be shown at the top of the screen. The following options are available to customize:

- **Edit Channel List:** Allows you to completely remove specific channels from your Guide. Channels that have been removed for a specific profile will not be accessible while that profile is active.
- **User Type:** Allows you to change the pre-set defaults for the user.
- **Adult Content** [Unlocked, Locked]: Locking adult content will remove the designated adult channels from the Guide, set ratings locks to "A (Adults only)", and prevent access the Adult PPV and Adult On Demand stores. It will not be possible to access any adult-rated content while that profile is active.
- **Auto-logout** [No expiration, 30 minutes, 1 hour, 1.5 hours, 2-4 hours, 6 hours]: Allows you to set whether the profile will automatically deactivate after a certain time period. For example, you can limit a child's daily TV viewing, or make sure that a profile with unlocked Adult content isn't left logged-in accidently. PIN entry will be required to re-activate the profile once it has auto-logged out. If you don't have a PIN set for this profile, it is not possible to set an auto-logout timer.
- **Rating Locks** [C (Children), C8 (Children over 8), G (General), PG (Parental Guidance), 14+, R (Restricted), 18+, A (Adults only), No locks]**:** Allows you to select the lowest rating you want to lock access to, while this profile is active. For example, by setting Ratings Locks to "18+", all programs rated 18+ *and* Adults only will be locked and inaccessible. Choices available correspond to the Ratings listed on page 13.
- **Unrated Content** [Unlocked, locked]**:** Some programs, such as the nightly news, sporting events, and other specially categorized programs do not include parental ratings. By setting Unrated Programs to "locked", any program without a parental rating will be inaccessible when this profile is activated.
- **PVR Permissions** [Playback Only, Limited PVR Access, Full PVR Access]**:** Allows you set restrictions on the ability to modify recording events. "Playback Only" will completely restrict the user from creating recordings or editing/deleting existing series options. "Limited" will allow them to create one-time recording events only, with the lowest priority so that recurring recordings are not over-written and restricts them from editing/deleting PVR options. "Full PVR Access" provides no restrictions on PVR abilities.

- **Free VOD Orders** [Enabled, disabled]: When you connect your receiver to your high-speed internet connection, you get instant access to over 10,000 on demand choices. Allow no cost on-demand orders to be purchased or not. See section 9 for more details.
- **Daily VOD Purchase Limit** [No purchases allowed, $5, $15, $30, $50, Unlimited]: Set a daily purchase limit for this user's paid on-demand orders. See section 9 for more details.
- **Change PIN:** Change your current PIN. If no PIN is currently set, use this option to set a new PIN.

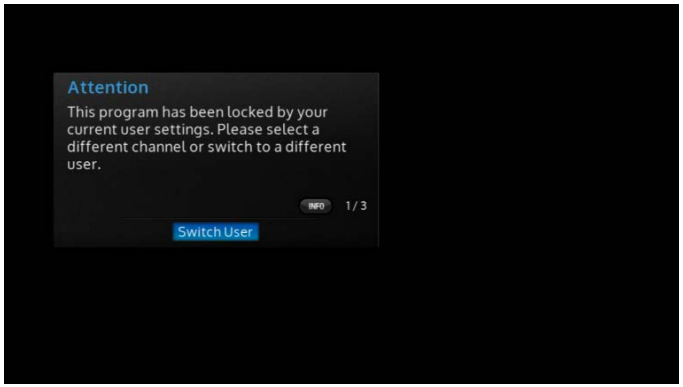
Once you're happy with the settings above, press **GO BACK** to return to the "Select a User" screen.

If you'd like to change the profile's avatar (picture associated with the profile), while in the "Select a User" screen, highlight the profile you wish to change and press **ENTER.** Select "Edit Avatar" and choose which of the 12 available avatars you would like. In addition to the user name, this also helps to quickly differentiate which profile is which. The avatar and user name will be displayed at the top of every screen as a reminder on who is currently logged in.

In addition to the above parental control related customizations, you can also customize the "Preferences" associated with this profile such as on-screen text language, closed caption settings and guide views as referenced in 2A. The Guide. To do this, login to the profile you wish to adjust, press **MENU**, select "Settings," and press **ENTER** on "Preferences." Any setting that has the icon will apply to the currently logged in profile only.

Switching between profiles

To login to a different profile, press **FAV** on your remote, highlight the user you wish to login to, press **ENTER** and then **ENTER** again on "Switch to this user". If the user has a PIN set, it will need to be entered at this time. You can also switch users from the "Switch User" button on the main Menu Bar.



GOOD TO KNOW

Remember, if a particular user is unable to view a channel or program due to the restrictions that have been set, there is ***no PIN override prompt*** available. To view the content, you will need to activate a different profile where that restriction has not been set.

You are also able to set the "default" profile which will be activated when turning on the receiver. For example, if your child has a receiver in their bedroom, you can set their profile to be the default so that it will always be logged into when the receiver is first powered on. To do this, go to the "Select a User" screen by pressing **FAV**, highlight the desired profile, press **ENTER** and scroll down to "Set as default user." The owner's PIN will have to be entered to make this adjustment.

The "***Select a User***" screen includes icons to show the below settings on a per profile basis, as well as a quick "Permissions Summary" overview.

Profile Attributes	
	Profile has Owner-level permissions
	Profile will be activated when receiver is initially powered on
	Indicates the profile has a PIN
	Currently active (logged in) profile.

GOOD TO KNOW

You're able to backup and restore your Single User and Multi-User settings to a USB key to transfer to other receivers. See section 11B. Backup and Restore for full details.

4. HDPVR 630: Smart PVR Technology

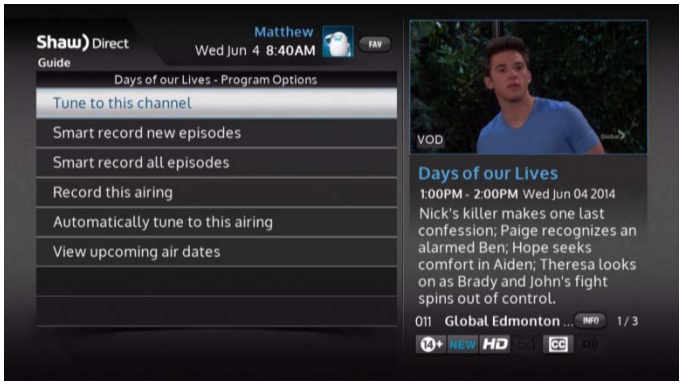
Smart PVR Technology will completely change the way you watch TV. By setting Smart Recording Events, your PVR has maximum flexibility and will work to record as much as possible, subject to the parameters you have set for each Recording Event. For example, if allowed by the "Channels" parameter, your PVR can automatically switch to a later airing on a timeshift channel to capture as many programs as possible.

By customizing each Event and confirming the outcome in PVR Upcoming, you can ensure that exactly what you expect will always be waiting for you in the PVR List. Once recorded, they're instantly available to you with the press of a button – whenever you want!

4A. Setting Recording Events

Recording Events are easily set from the Program Options menu. As described earlier, you can access this menu from the Guide, Search Results or Upcoming Air Dates screen. It is highly recommended that you always customize and confirm all Recording Event options after setting any new Recording Event.

From within the ***Program Options menu***, the following selections can be used to set a Recording Event:



- **Smart Record new episodes:** Each time a *first-run* episode of the selected program airs, it will be automatically recorded. This creates a Smart recurring Recording Event.
- **Smart Record all episodes:** Each time *any* episode of the selected program airs, it will be automatically recorded. This creates a Smart recurring Recording Event.
- **Smart record this program:** Applies to non-episodic programs, such as Movies. The HDPVR will find the best time to record this program.
- **Record this Airing:** When this *specific* episode or movie airs, it will be recorded at this time. This creates a one-time Recording Event and will take priority over any existing Recording Events for that time. You can also press the **RECORD** button from within the Guide to set a one-time Recording Event.

If you set a Recording Event from any screen where a channel number is listed with your selection (such as the Guide or Upcoming Air Dates screen), the Recording Event will default to record on the **selected channel only**.

If you set a Recording Event from a screen where no channel number is listed (such as the Search Results screen), the Recording Event will default to record on **all channels.**

GOOD TO KNOW

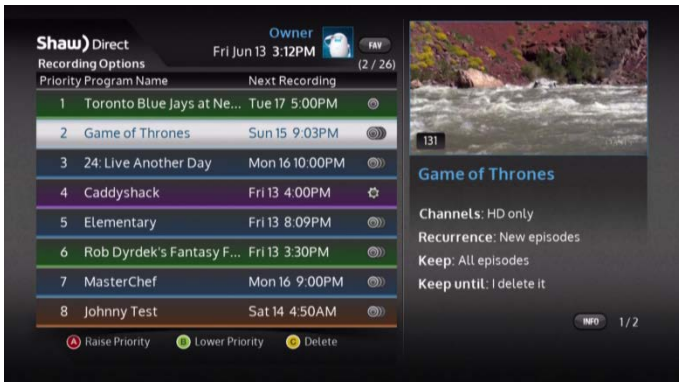
If you don't see the above options in the Program Options menu, the profile you're operating in may have had the "PVR Permissions" setting restricted.

4B. Customizing Your Recording Event Options

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

By customizing your Recording Events, you can ensure that exactly what you want gets recorded every time. A variety of options – from automatically starting early or ending late, to only recording on HD channels, to only keeping a few episodes – are available to optimize your experience.

After you have set up at least one Recording Event, you can access the ***PVR Options*** menu to make necessary adjustments. Select "PVR Options" from the "PVR" section of the Menu Bar. All Recording Events, including both one-time and recurring will appear in this list. As you scroll through your set-recording events, you are able to view the settings that have been set for each specific program in the info window on the right.



Smart recurring Recording Events are distinguished from one-time Recording Events with multiple recording icons layered together.

Smart one-time Recording Events are distinguished with a single, gear shaped recording icon.

From the list of Recording Events, you are able to adjust a program's priority by pressing **A** to "Raise Priority" or **B** to "Lower Priority." The HDPVR relies on priorities to determine which programs get recorded in the event of a conflict. Your HDPVR can record two programs at once, so if three or more recordings overlap, only the two with the highest priority will be recorded.

For Example:

- *"The X Factor" airs from 8:00-10:00pm. It has priority 1 in your PVR Options.*
- *"Survivor" airs from 8:00-9:01pm. It has priority 3 in your PVR Options.*
- *"Modern Family" airs from 9:00-9:30pm. It has priority 7 in your PVR Options.*

*"Modern Family" **will not** be recorded because at 9:00pm, both tuners will still be in use recording the other two programs. If you move "Modern Family" to priority 2, "Survivor" will not be recorded because there will not be two free tuners for the entire duration of the program.*

From the list of Recording Events, select one and press **ENTER** to view the ***Edit Recording Event*** menu. The following options may be available, depending on the type of Recording Event you have selected:

- **View Upcoming Air Dates:** Selecting this option displays the upcoming air dates screen for the program. You can select a different airing to record if you anticipate a conflict or want to record off a specific channel this one time only.
- **Delete Recording Event:** This option will delete the recording event. No further recordings will take place for this program, however all existing recordings in the PVR List will be retained.
- **Recurrence** [New Episodes, All Episodes]**:** You can toggle between recording "New episodes" (those airing for the first time) and "All episodes" (including reruns) with this option.

HDPVR TIP

Your PVR keeps track of each episode it records and will only knowingly record the same episode **once** in the duration specified by "PVR History" setting. See page 54 to find out how to change this setting.

- **Channels** [*x* only, All channels, HD Only, SD Only, More channels]**:** This setting tells the PVR where to look for the selected program. Setting it to "All channels", "HD only", or "SD only" provides the most flexibility and will almost always ensure the program is recorded, because if there is a conflict during the first airing it can record it at a later airing. Select "More channels…" and press ENTER to see a list of all channels carrying the selected program and select a different specific channel to record from.

- **Start Early** [off, 1-90 minute]: Turning this option on will force the PVR to begin recording the program the specified number of minutes before it is scheduled to begin.
- **End Late** [off, 1-90 minute]: Turning this option on will force the PVR to end recording the program the specified number of minutes after it is scheduled to end. This can be useful for live sporting events or to ensure you always see next week's preview at the end of an episode.

HDPVR TIP

"Start Early" and "End Late" settings will always apply, regardless of any conflicts that may be created.

- **Keep Until** [Space is Needed, I delete it]: By selecting "I delete it", new recordings made from this Recording Event will be automatically protected in the PVR List and can only be deleted by you. If you leave the recording on the default "space is needed", the recording is unprotected and can be deleted by your HDPVR when the hard drive is full and space is needed for new recordings. See page 33 to find out more about PVR Self-Management.
- **Keep** [All Episodes, 1-14 episodes]: This option determines how many episodes can be stored on the hard drive before the oldest unprotected episode is automatically deleted when hard drive space is required for new recordings.

4C. Saving your Recording Schedule

Each time you make changes to your recording schedule, such as by changing a setting, adding or deleting a series, or cancelling an episode, your PVR will take a moment to plan your recording schedule over the next two weeks. This occurs in the background, as indicated by the blue ***Scheduling bar*** that appears at the bottom of your screen, while you're in any full screen menus. The Scheduling bar will also appear when Guide data has been updated to account for any program schedule changes.

While the receiver is scheduling, you can continue to make additional changes or additions. The scheduler will restart each time. Once planning has completed, all recording icons, PVR Options, and PVR Upcoming will show the updated status of each Recording Event.

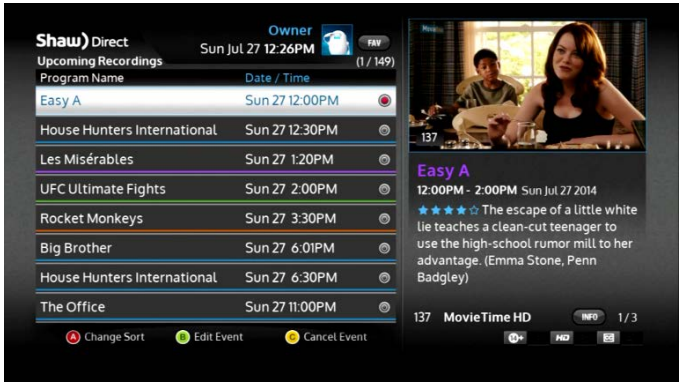
4D. Viewing Upcoming Recordings

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

You can easily review all upcoming recordings in the ***PVR Upcoming*** menu. To access this menu, select "PVR Upcoming" from the "PVR" section of the Menu Bar.

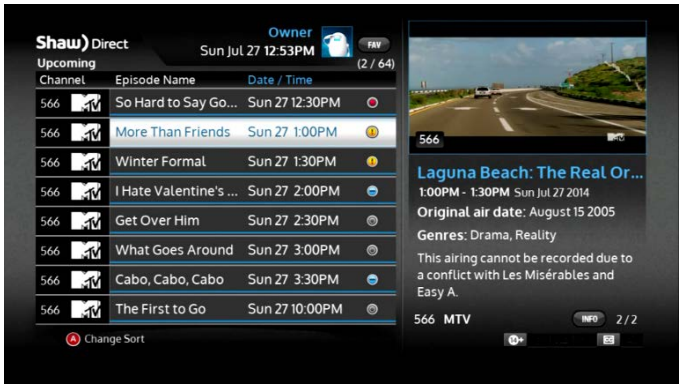
From this menu, you can ensure that all expected programs will be recorded and change or cancel specific episodes scheduled to be recorded. If you select a specific episode scheduled to be recorded and press **ENTER**, you will be presented with the following Event Options:

- **Tune to this channel:** Directly tune to the channel the program will recorded on.
- **Do not record this program** or **Stop This Recording:** Selecting this option will cancel the recording of this particular episode, or stop an in-progress recording. The partial recording will still be available in the PVR List.
- **Do not record this series:** Applicable to recurring recording events. Selecting this option will cancel your recurring series recording and all upcoming recordings for the series will be removed from your Upcoming list.
- **Edit recording/reminder options:** This will bring you to the same editing screen as referenced on page 27.
- **View upcoming air dates:** This will access the Upcoming Air Dates screen, where you can also cancel the recording of this episode and select a different airing to be recorded.



4E. Recording Symbols

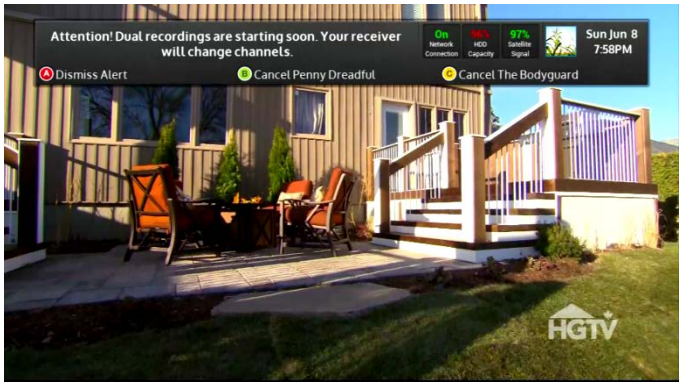
Throughout the Guide, Search Results, PVR Upcoming and ***Upcoming Air Dates*** screens, a variety of recording symbols are used to keep you informed of the status of your Recording Events. Their meaning is as follows:



	Recording Scheduled	Denotes an episode which meets your recording event criteria and is currently scheduled to be recorded.
	Recording in progress	Denotes an episode which is currently being recorded. You can watch it from the beginning in your PVR List.
	Duplicate Episode	Indicates an episode which meets your recording event criteria but is **not scheduled** to be recorded because it is a duplicate episode which has already been recorded, or is already scheduled to be recorded at a different time or on a different channel.
	Recording Conflict	Denotes an episode which meets your recording event criteria but **cannot be recorded** due to a conflict. You can use the Upcoming Air Dates screen to try to find a different airing to record, or PVR Upcoming to cancel one of the conflicting events. You can also raise the priority of the conflicted program in PVR Options, or expand the Channels selection to give the PVR more flexibility.
	Not Scheduled	Indicates an episode which does not meet your recording event criteria. It will not be recorded. For example, a rerun when you've specified Recurrence: New episodes, or an airing on an unsubscribed channel.

For any program showing an icon, you can view specific ***details about the program*** (such as why it will not be recorded) by looking in the info window. Press INFO until you reach the last page.

4F. Dual Recordings



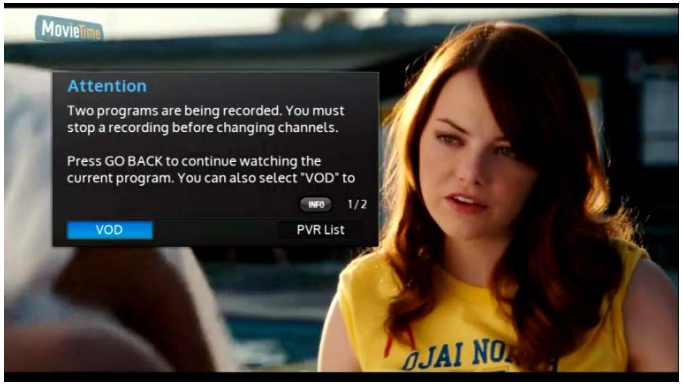
With two tuners, your HDPVR can record up to two programs at once. If you are watching TV and dual scheduled recordings are about to begin, you will see the ***Notification Bar*** appear at the top of the screen.

When the Notification Bar appears on-screen, you have three options:

A will dismiss the alert, which will cause you to be tuned away from the current channel at the start of the programs to allow for both upcoming recordings to begin. **GO BACK** will also dismiss the Notification Bar with the same effect.

B and **C** can be used to cancel one of your recording events – the program that will be cancelled will always be listed within the Notification Bar.

You can always use the PVR Upcoming menu to cancel or reschedule an upcoming recording to ensure you have a tuner free for Live TV.



Dual Recordings in progress

If you attempt to change channels while two programs are currently being recorded, you will receive a ***warning message*** explaining that this is not possible. You can select "VOD" to access the on-demand menu bar, press **GO BACK** to continue watching the current program, or select "PVR List", which will allow you to:

- Watch a previously recorded program
- Watch either of the in-progress recordings from the beginning
- Stop either recording to free up a tuner to watch live TV.

When one of the recordings finishes, you will be able to change channels again.

4G. Manual Timers

A manual timer can be created by selecting "Manual Timer" from the PVR Menu Bar. Manual Timers can be set to either auto-tune or record a particular channel for the specified duration at the specified frequency, but do not capture any program information such as title, description, or parental rating. If Parental Controls are active, manual timers may be locked and require the password to view or edit, depending on the permissions set.

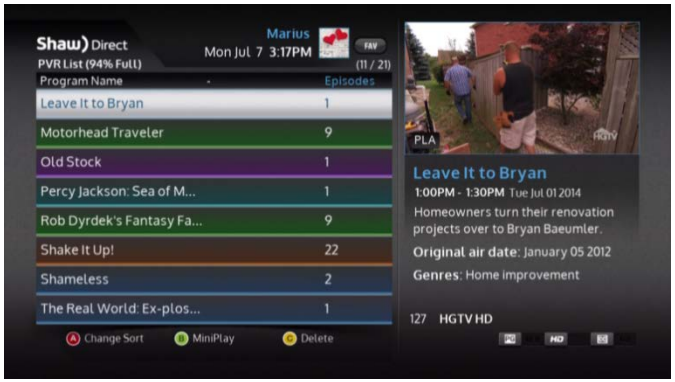
If you would like to record a program which may run long, such a live sporting event, it is recommended to use the “End Late” setting in PVR Options for the desired program.

Once set, manual timers can be managed like any other type of Recording Event in the PVR Options menu.

5. The PVR List

5A. Playing Back Your Recorded Programs

Once recorded, your programs are all available in one convenient location – the ***PVR List***. Press **PVR** on your remote control, or select “PVR List” from the PVR section of the Menu Bar.



Within the PVR List, use the **UP** or **DOWN** arrow keys to select the program you want to watch. Press **ENTER** to see the Recording Options menu, where the following options are available:

- **Watch This Recording:** Selecting this option will start playback of the selected program. If you have already watched part of this recording, you will be given the option to “Resume playback” from where you last stopped, or “Restart playback” from the beginning of the recording.
- **Protect This Recording:** Pressing **ENTER** will protect this recording from being automatically deleted if the hard drive is full. The only way to remove this program from your PVR once it is protected is to manually delete it. Recurring recordings set to “Keep Until: I delete it” will automatically be protected.
- **Delete this Recording:** This will delete the selected program from the PVR List. You will be asked to confirm your selection.

Once you have watched a recording, it will be marked with a checkmark to indicate it’s been previously viewed.

If you have connected an external hard drive to your HDPVR, and that drive has since been disconnected, any recordings stored there will be marked grey in the PVR List. Once you reconnect the external hard drive and reboot the receiver, they will appear coloured again.

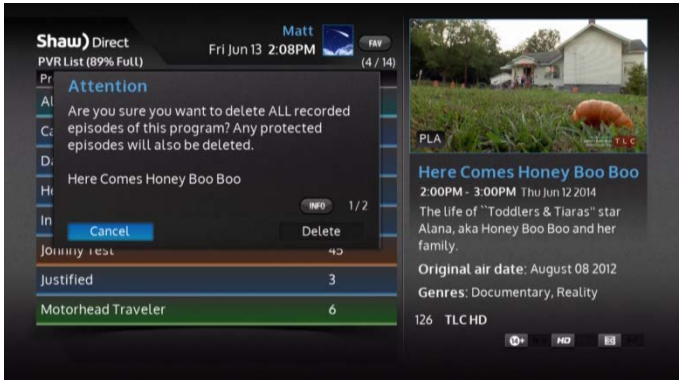
Sorting the PVR List

You can use the **LEFT** or **RIGHT** arrow keys as well as the **A** button to sort recordings in your PVR List. The current sort criteria is highlighted in blue, or stated at the top of the screen.

- **Date and Time:** All recordings are sorted chronologically by the date it was recorded on. The newest recordings appear at the top of the list.
- **Program Name** (Alphabetical)**:** All recordings are sorted alphabetically, with "A" at the top.
- ***Grouped by Program:*** Episodes are grouped by program name. Selecting a grouping will display all episodes available in that group. If only 1 episode is available, the Recording Options menu will be displayed.
- **By Unwatched:** Episodes you haven't watched yet will be displayed at the top of your PVR List, then sorted alphabetically.

HDPVR TIP

When your PVR List is grouped by program, you can press **C** to ***delete all episodes*** for that program.



PVR Self-Management

With Smart Technology, your PVR is self-managing. When the hard drive gets full, the oldest unprotected recordings will be automatically deleted to ensure there is always room for your new scheduled recordings. If you manually protect a recording, or have the corresponding Recording Event set to "Keep Until: I delete", the recording will never be automatically deleted, and can only be deleted by you. These recordings are indicated with the symbol.

For your convenience, the percentage of the hard drive currently used is shown in the PVR List and in your Notification Bar. Note that 3D recordings take up more space than HD recordings, which take up more space than SD recordings.

If you'd like to add more recording capacity to your HDPVR 630, you can connect an eSATA external hard drive. Refer to section 7 for more details this feature.

5B. Playback Controls

After selecting “Watch this recording”, you can control playback just like a DVD by using the playback keys on the remote control:

⏸ Pressing **PAUSE** will pause playback at the current position. Press **PAUSE** or **PLAY** to resume playback.

⏪ ⏩ Use **REWIND** and **FAST FORWARD** to move backwards or forward through the recording. There are three fast forward and rewind speeds available, press the button again to move to the next speed.

HDPVR TIP

You can play back your recordings in slow motion by pressing **PAUSE** and then **REWIND** or **FAST FORWARD**. There are 2 slow motion speeds available, press the button again to move to the next speed.

▶ Pressing **PLAY** will always resume playback when paused or if you are rewinding or fast forwarding. Pressing **PLAY** while the recording is playing back will display the ***playback bar***, so you can see where you are in the recording.

HDPVR TIP

If you want to jump to a specific point in the recording, Absolute Jump allows you to do just that. Use the number keys to enter the point you want to jump to, and then press **PLAY** to move to that location. For example, pressing **4, 5**, **PLAY** will move you to 45:00 in the program.

↺ ↻ The **SKIP BACK** and **SKIP AHEAD** buttons skip 10 seconds back and 30 seconds ahead. These durations can be customized under your “PVR Options,” or by pressing **OPTIONS, 4, 8, 1**.

HDPVR TIP

For ultimate control, use the Absolute Skip feature. Press a number on the remote control, immediately followed by **SKIP BACK** or **SKIP AHEAD** to move that number of minutes in the recording. For example, pressing **2**, **SKIP AHEAD** will advance you 2 minutes, perfect for bypassing unwanted sections in your programs.

Use the **ENTER** button to bring up the Info Banner for the current program. The current date and time, as well as information for the program you are watching will be displayed.

Understanding the Playback Bar

The Playback Bar is like a map of your recording, telling you exactly where you are and where you can go at any given time. The following diagram explains what each part of the playback bar means:

For recordings that are currently in progress, you will see the blank space at the right gradually turn to green as more and more of the program is recorded.

If you rewind or skip backwards into a part that has already been viewed, it will turn green again.

You can press **ENTER** at any time while playing back a recording to view the Info Banner for the Program.

6. Controlling Live TV with Live-off-Disk (LOD)

Almost immediately after you tune to a channel, your HDPVR automatically begins recording it in the background to a special part of the hard drive called the LOD buffer. In the same way that you can control a recorded program, you can control live TV! Simply press one of the playback control buttons described on page 34 to get started.

Note: You cannot fast forward past the current "live" position of a program.

IMPORTANT!

The LOD buffer is **cleared** each time you change channels, including using MiniTune. Subject to available space on the hard drive, if you remain on one channel for a prolonged period of time the LOD buffer will retain the current program and previous program, regardless of length.

If you decide part way through that you would like to permanently record the program you are currently watching, just press the **RECORD** button on the remote control and ***confirm the recording.*** All parts available in the LOD buffer will be copied to the PVR List and the remainder of the program will be recorded.

If you have tuned into a program part way through, or changed channels after tuning in, the entire program **will not** be available to copy to the PVR List, as indicated by the blank gaps in the playback bar. You can use the "View upcoming air dates" option to find a future airing of this program and schedule a future recording if desired.

If a program is currently being recorded to the PVR List (as indicated by the ● symbol), you can change channels as many times as you want and the remainder of the program will still be recorded.

7. Expanding your Recording Capacity

Your HDPVR 630 allows you to record over 220 SD, or 60 HD hours on the internal hard drive. If you need more space, you can expand your recording capacity by adding an external hard drive.

7A. External Hard Drive Requirements

Review the following information to ensure the drive you purchase will work with your HDPVR 630 receiver.

Supported external hard drives **must**:

- **Be connected via eSATA:** eSATA is up to six times faster than USB 2.0, making it great for HD video. This means that when you connect an external hard drive, you can still record two HD programs while playing back a third – all without any performance issues.

- **Be Externally Powered:** Some 2.5" external hard drives may only be USB powered. You must select an external hard drive that comes with its own power supply that plugs into a regular wall outlet.

- **Be 2.0 TB or Smaller:** You can select whatever size of external hard drive best suits your needs, up to 2.0 TB. Here's how much additional recording capacity you'll get with each drive size:

    - 500 GB will give you over 90 HD hours, or 340 SD hours.
    - 1.0 TB will give you over 180 HD hours, or 680 SD hours.
    - 2.0 TB will give you over 360 HD hours, or 1360 SD hours.

Supported external hard drives **should:**

- **Be rated for PVR or DVR Usage:** Hard drives rated for PVR or DVR usage are specifically designed to be quieter, run cooler, and support multiple HD streams being recorded or played back at the same time. They're also made for 24/7 usage, making them the most reliable choice for your HDPVR.

7B. Setting Up Your External Hard Drive

1. Connect the eSATA cable (it should be provided with the drive you purchased) from the external hard drive to the port labeled "eSATA" on the back of your HDPVR 630.
2. Connect the power cable from your external hard drive to a power bar or wall outlet.
3. If your external hard drive has a power switch, turn it on now. Ensure the power or status light illuminates.
4. Restart your HDPVR 630 by holding down the power button on the front panel for 10 seconds.
5. When the receiver comes back on, a setup wizard will guide you through the process of formatting the external hard drive for use with this satellite receiver. This will remove ALL data and partitions on the external hard drive.
6. Formatting will complete within a few seconds and you will be alerted that your drive is ready for use.

If you do not see the setup wizard, or are alerted that the drive cannot be configured due to the current users permissions, switch to an owner-level profile and then run the setup wizard again. Press **OPTIONS** on the remote, select “Preferences”, and open the “Hardware Settings” section. You’ll find the “External Hard Drive Setup” button at the bottom of this header.

7C. Using Your External Hard Drive

Once formatting is complete and your HDPVR alerts you that the external hard drive is ready for use, the amount of free space in your PVR List will be updated to reflect the additional storage capacity. The Smart PVR Technology on your HDPVR 630 will automatically record to the optimal location, with no configuration required.

An external hard drive can only be connected and used with a single, specific HDPVR 630 at a time. You will not be able to access the recordings on a different device, such as a computer or a different HDPVR 630. You can use a single external hard drive with the HDPVR 630.

Disconnecting your external hard drive

If you no longer wish to use an external hard drive with your HDPVR 630, simply disconnect it. The setup wizard will alert you that the external hard drive is missing, and you can follow the prompts to delete it from your HDPVR. This will permanently remove any recordings from the PVR List which were stored on the external drive and allow you to connect a new external drive by following the setup instructions above.

8. HDDSR: Smart Reminder Technology

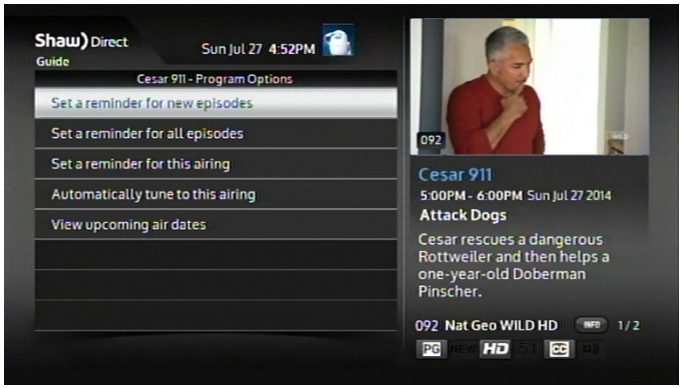
The same technology used on the Shaw Direct HDPVR to automatically record and manage all your favourite programs is also available on the HDDSR to "remind" you whenever certain programs are airing. When a program you've set a reminder for is about to start, you'll see the ***Notification Bar*** at the top of the screen. Just press **B** on your remote and you'll see a list of all upcoming "reminded" programs, all in one convenient menu!

8A. Setting Reminders

Reminders are always set from the ***Program Options*** menu. As described earlier, you can access this menu from the Guide, Search Results, or the Upcoming Air Dates screen. Please note, some Program Options may not be available, depending on the Permissions set within the Parental Control menus.

From within the Program Options menu, the following selections will set a Reminder:

- **Set a reminder for new episodes:** Each time a *first-run* episode of the selected program airs on the selected channel, you will receive a reminder. This is a recurring reminder.
- **Set a reminder for all episodes:** Each time *any* episode of the selected program airs on the selected channel, you will receive a reminder. This is a recurring reminder.
- **Set a reminder for this Airing:** When this *specific* episode or movie airs, you will receive a reminder. To set a reminder for a future airing of the program or movie, use the "View upcoming air dates" option to select the episode or airing you wish to set a reminder for. This is a one-time reminder.



You can set as many overlapping reminders as you want. "Reminded" programs are indicated with a while bell symbol.

8B. Viewing Reminders

Two minutes prior to a "reminded" program starting, you will see the Notification Bar appear in the top of your TV screen. Press **B** to view the list of active reminders, or **A** to dismiss the notification.

From within the list of upcoming reminders, you can view the program information for each upcoming program. Pressing **ENTER** on a program will immediately tune you to that channel.

Upcoming Reminders

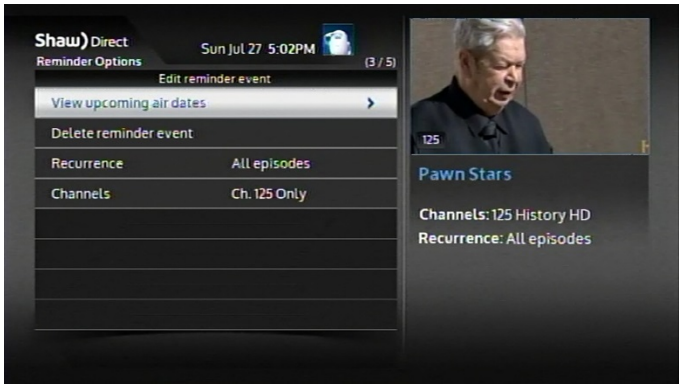
Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

If you missed the Notification Bar, or just want to know about your upcoming reminders, press **DOWN** on your remote (up to the program start) or select "Upcoming" from the "Reminders" section on the Menu Bar. If you would like to delete or change an upcoming reminder, use the Reminders Options menu.

8C. Managing Reminders

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

The Reminders Options menu can be accessed by selecting "Reminder Options" from the "Reminders" section on the Menu Bar. By selecting a program listed here you can view the ***Edit Reminder Event*** menu, where the following options are available:



- **View Upcoming Air Dates:** View all upcoming air dates on all channels for the selected program. You can setup one-time reminders or additional recurring reminders from this menu.
- **Delete Reminder Event:** This will delete the reminder. You will not receive any future reminders for the selected program on the selected channel.
- **Recurrence:** You can toggle between "New episodes" and "All episodes" with this option.
- **Channels:** You can set the reminder to apply to only specific channels, HD channels only, SD channels only or to "All channels."

When you are satisfied with your changes, press **GO BACK** or **EXIT** on the remote control. The receiver will take a few moments to save the new reminder priorities.

Within the Reminders Options menu, recurring reminders are distinguished from one-time reminders with several layered bells.

8D. Using Auto-Tunes

Auto-tunes are similar to Reminders, but with a few key differences. First, an Auto-tune will actually force the receiver to the auto-tuned program when it starts. This can be useful if you are recording programs with an external device. Second, unlike Reminders you cannot set multiple Auto-tunes for the same start time or for overlapping programs. Your HDDSR receiver supports two different types of Auto-tunes, and recurring.

Program-Based (One Time) Auto-Tunes

Program-based Auto-tunes are set from the Program Options menu by selecting "Automatically tune to this program". These will activate one time only and will show a clock symbol in the Guide.

Recurring Auto-Tunes

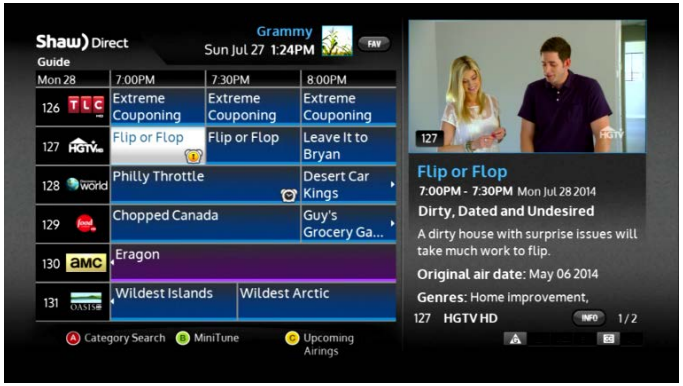
Recurring Auto-tunes are set from the "Manual Timers" section of the "Reminders" menu bar. From this menu, you must set the channel, start date, start and end time, and frequency for the Auto-tune. Available frequencies are Once, Daily, Weekly, and Weekdays. Press **GO BACK** or **EXIT** on the remote once all fields have been filled in to save your Auto-tune.

Once set, Auto-tunes are managed in the same way as Reminders, in the Reminders Options menu.

8E. Auto-Tune Conflicts

In order to prevent missed content when recording with an external device, Auto-tune events cannot overlap. If you set an overlapping Auto-tune, any previously set Auto-tune airing at the same time as the newest Auto-tune will become “conflicted”, as indicated by the ***exclamation mark over the Auto-tune symbol***. Conflicted Auto-tunes will not activate.

If there is a conflict and you want to change which program is set to be Auto-tuned, either delete or lower the priority of the undesired event(s). You can manage your Auto-tune events in the Reminders Options menu – to adjust the priority of an auto-tune, highlight the program and press **A** to “Raise Priority” or **B** to “Lower priority.” To delete a set auto-tune, highlight the program, press **ENTER**, and select “Remove auto-tune.”



9.Shaw Direct On Demand

Shaw Direct On Demand is a video on demand (VOD) service which gives you instant access to thousands of movies, TV shows, music videos, and other content for immediate viewing, right on your TV. Utilizing your home’s High-Speed Internet connection, Shaw Direct On Demand allows you to browse, order, and enjoy using your existing 600-series satellite receiver, remote, and TV. There’s no new equipment to connect, no extra remote to learn, and no new bill to receive!

9A. Watch what you want, when you want

As of July 2014, Shaw Direct's On Demand library contains over 10,000 titles, with more being added every day. With primetime TV shows, new-release movies, family favourites, documentaries, music videos, cult classics, daytime TV, and more, there's something for everyone on Shaw Direct On Demand.

New release movies are generally available for $4.99 in SD, and $6.99 in HD. TV content is generally available to subscribers of the channel which airs the content at **no extra cost**. If you subscribe to premium channels like Movie Central, The Movie Network, Super Channel, Encore Avenue, TMN Encore, or Hollywood Suite you'll enjoy even more content at no extra cost –hundreds of movies and TV episodes you can watch on your own schedule!

All pricing is clearly indicated on-screen for each title, and any pay rentals will be included on your next Shaw Direct invoice.

Shaw Direct On Demand allows you to order and watch any title, whenever you want. Playback starts instantly – there's no need to wait for the next start time or for the movie to download. Plus, you can watch an order as many times as you want during the rental window.

9B. Getting Connected

2A. Minimum Requirements

Shaw Direct On Demand is available to all Shaw Direct customers with compatible equipment at no extra cost. To start using Shaw Direct On Demand, you will need:

- **6XX Satellite Receiver:** The Essential HDDSR 600, Advanced HDDSR 605, and Advanced HDPVR 630 receivers are all able to access Shaw Direct On Demand. Not sure which model you have? Take a look at the front left of your satellite receiver. Any models in the 6XX family have the model number listed here.
- **High-speed Internet Access:** High-speed Internet Access (sometimes known as broadband) is required to access Shaw Direct On Demand. Your internet connection must be capable of connecting to our servers at a minimum 1.75 Mbps downstream for SD titles, and at least 5.0 Mbps sustained downstream for HD titles. If you subscribe to cable, DSL, or fiber delivered Internet, chances are it's fast enough for Shaw Direct On Demand.
- **A home router:** A home router allows multiple computers and devices in your home to use your internet connection. This is how your satellite receiver will connect to the

internet. If you've got a wireless network, or more than two computers which connect to the internet in your house, chances are you have a home router. Your router may be a separate device which plugs into your internet modem, or it may be integrated into your modem. Either way, you must have at least one free Ethernet port to connect to your satellite receiver.

- **A connection between your router and receiver:** If items 1, 2, and 3 check out, now all you need is a connection between your satellite receiver and home router. If your router is near your satellite receiver, this is as simple as taking an Ethernet cable and plugging one end into the router, and the other end into the satellite receiver. An Ethernet Cable is also known as a "Network cable", "Cat5e cable" or "Cat6 cable". If you don't already have one lying around, you can purchase a cable from your favourite local electronics retailer or a variety of stores online.

9C. How to Connect

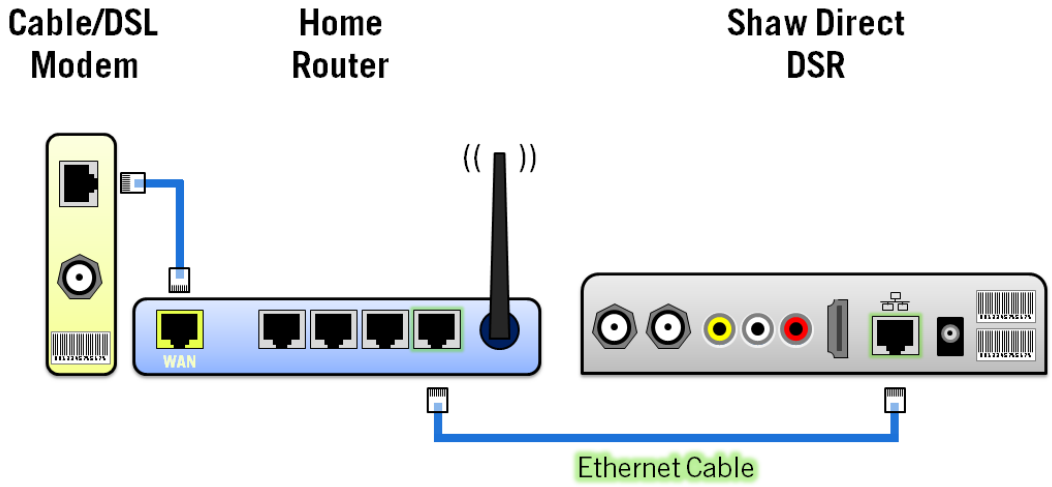
If you've reviewed 2A. Minimum Requirements to access Shaw Direct On Demand, this section will provide details on the different ways to connect your satellite receiver to your home network. Don't worry – it's easy!

Method 1 – **Wired Ethernet Connection**

If your home router is located close to your Shaw Direct satellite receiver, this is the simplest and most reliable way to access Shaw Direct On Demand.

1. Find or purchase an Ethernet Cable of an appropriate length.
2. Plug one end of the Ethernet Cable into a free port on your home router.
3. Plug the other end of the Ethernet Cable into the ***Ethernet port*** on the back of your satellite receiver. This port looks like an oversized phone connection, as pictured at right.

This connection is illustrated in the following diagram:



If your home has an Ethernet wall jack near your TV, simply plug the cable in step 2 into the wall jack. The other end of this cable must still be connected to your router or a network switch.

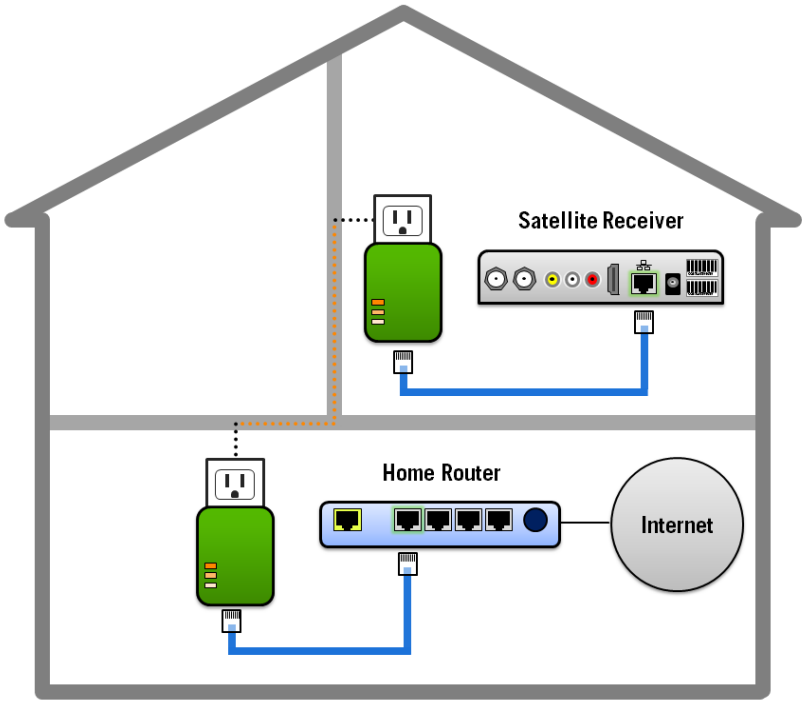
Method 2 – **Powerline Bridge Connection**

If you are unable to run a direct line from your home router to your satellite receiver, two (2) HomePlug powerline bridge units can be used to "bridge" the connection and turn any electrical outlet in your home into a wired network jack.

In most cases, this is a plug-and-play solution and no configuration is required.

To setup a powerline bridge:

1) Connect an Ethernet cable between your home router and the first powerline bridge.
2) Connect the first powerline bridge directly to a power outlet near your router. Do not connect through a surge protector.
3) Connect an Ethernet cable between the DSR and second powerline bridge.
4) Connect the second powerline bridge directly to a power outlet near your Shaw Direct satellite receiver. Do not connect through a surge protector.



Powerline Bridges can be purchased at many local and online electronics retailers, as well as from Shaw Direct. We recommend at least a 200 Mbps speed rating and to avoid mixing-and-matching products of a different speed in your home. Once you've got at least two (2) Powerline

Bridges, you can add additional single units to connect additional satellite receivers or other devices like game consoles, PCs, etc.

Alternate Connectivity Methods

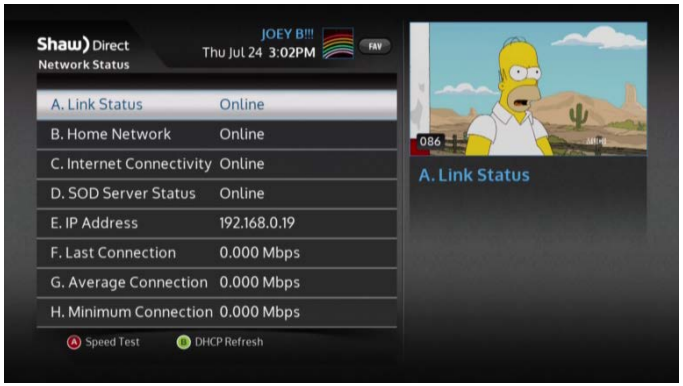
It is **not** possible to use a USB wireless adapter, 4G Wireless stick, or other USB-based devices to connect your Shaw Direct satellite receiver to the internet. Products which enable connectivity via the regular Ethernet port like a **wireless media bridge** are technically capable of getting your satellite receiver online. However, due to the wide range of setup processes and number of factors affecting wireless performance, Shaw Direct is not able to officially support this connectivity method.

9D. Verifying Connectivity

Once you're all connected, it's time to verify connectivity on your satellite receiver and run the connection speed test.

Network Status

Press the **OPTIONS** button on your remote control, select "Status" from the menu bar, scroll to "Network Status" and press **ENTER**. The receiver will take a moment to query the connection before displaying the ***Network Status*** screen.



Once the page loads, take a look at the Link Status, Home network status, Internet connectivity status, and SOD server status. All four fields must read **"Online"**.

If one or more of the fields reads "Not Available", double check that you're connected properly. The connection lights on your router or Powerline Bridge should indicate an active connection. Once you're connected, press **GO BACK** and then re-enter the Network Status menu. If you're still not online, press **B** for "DHCP Refresh". Wait 60 seconds, then check the Network Status again. If you're still having issues, see if you can verify the connection by hooking up a laptop or other device to the network cable.

Connection speed test

When all four status fields in Network Status read "Online", you can run the connection speed test. Press **A** on your remote while in the Network Status Menu. The receiver will connect to our servers and test the speed of your connection. When the speed test is complete, the ***results will be displayed***.

Pay special attention to the "Sufficient for SD" and "Sufficient for HD" information. This tells you if your Internet connection will allow you to order high definition (HD) and standard definition (SD) content, only standard definition, or no content at all.

You can run the connection speed test as often as you'd like. Results are recorded on the receiver and form the historic average speed, historic minimum speed, and historic maximum speed values.

If results are lower than you expect, check out the FAQ on page 59 for troubleshooting tips and additional information.

If your internet connection tends to be highly variable, you can also run the speed test directly from the order options popup when you select a title. This helps to ensure you have enough bandwidth to stream successfully before you order the title.

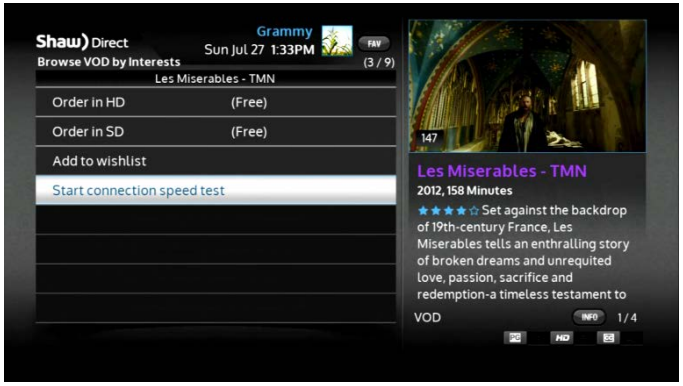
9E. How to Order

Press the **D** button on your Shaw Direct remote to bring up the Shaw Direct On Demand menu bar, or select "Video On Demand" from the main menu bar. If you'd rather browse the available library, select "***Browse On Demand***," which is similar to an interests search. If you know the title of the program you'd like to order, select "VOD Title Search". Both title and interests search function in the same way as the regular broadcast searches, with the added benefit of poster art and expanded show information. Plus, you can even continue to watch your current program while you browse the VOD library.

Content follows the same colour-coding you're used to seeing in the Guide:

- TV content may be **blue**, **green** (for sports), or **orange** (for kids/family)
- **Purple** is for movies and documentaries included in your subscription
- **Aqua** is for pay-per-rental movies and shows
- **Grey** indicates subscription content which is not included in your subscription.

1. Order



When you find a show you may want to order, press **ENTER**. The ***available options*** will be presented, including the SD and HD prices, if available. Select the version you'd like to order, confirm the purchase, and then get ready to sit back and enjoy!

If you are operating in Single User mode and selected a title which exceeds your current Parental Controls ratings locks, the PIN will be required to access the options menu. Depending on your current VOD purchase restrictions, the PIN may be required after confirming the purchase to execute the order. Full details on Parental Controls are available in section 3.

2. Enjoy

After confirming the purchase, the order will begin streaming and playback will start within a few seconds. You can use the PVR keys on your remote to **PAUSE** (❚❚) playback at any time. Depending on the content, you may be able to also **SKIP FORWARD** (↻) or **SKIP BACK** (↺), along with using Absolute Skip or Absolute Jump as explained on page 57.

Purchases are billed to your account after 5 minutes of playback, except for Adult titles which are billed after 1 minute. If you're having issues streaming the title or change your mind, be sure to stop playback immediately with the **STOP** (■) key to avoid being billed.

You can view a list of active orders and their availability by pressing **D** and navigating to "My VOD Orders". You can resume or restart playback from this menu, on any connected receiver on your account. Note that a particular title can only be streamed to one receiver at a time.

9F. Parental Controls and Bandwidth Management

VOD gives you instant access to a vast library of content, ranging from animated kids shows all the way to the latest R-rated blockbusters and premium TV series. The ratings locks and 4-digit Parental password you've set (as outlined in section 3) will automatically apply to VOD. There are additional VOD-specific limitations for purchase amounts and bandwidth management which can also be set.

Modifying VOD Settings

As outlined in the Parental Control section, VOD settings can also be set on a per user basis (if using Multi-User mode), or set across the board (if using Single User Mode). If you're comfortable with the ratings locks you've previously set, you can also set limitations to the following from within the Parental Controls menu:

- **Free Content [**Enabled, Disabled]: Enabling free content will allow users to order any no-cost programs. If you select "Disabled", the parental password will be required to order any free content (in Single User mode) or access will be completely blocked for the user (in Multi-User mode).
- **Daily VOD purchase limit** [No purchases allowed, $5, $15, $30, $50, Unlimited]: While operating in Single User mode, this specifies how many cumulative purchases can be made on this receiver, in a 24-hour period, before the parental password is required. If operating in Multi-User mode, this specifies how many cumulative purchases the specified user can make, in a 24-hour period, before access is denied.
    - For example, if you set this to "$15", a user would be able to order **two** (2) $5.99 movies without the password.

Bandwidth Management

Much like the number of minutes you get with your cell phone, most Canadian Internet Service Providers (ISPs) provide subscribers with a limit on the amount they can download and upload each month before overage fees are applied. The amount of data transfer included varies widely depending on your service plan and ISP.

If you are concerned about the amount of data your household consumes, you can set a limit on the maximum download rate Shaw Direct VOD will use when streaming content. This basically "slows" the rate at which you consume data while using VOD, by lowering the picture quality.

Press **MENU**, select "Settings," then "Preferences" and expand "Network Settings."

- **Maximum download rate** [Unlimited, 2-8 Mbps]: By setting a maximum download rate, streaming will use less bandwidth by lowering the video quality.

HD VOD titles require at least 5.0 Mbps to stream. Settings lower than this will be **temporarily overridden** to "5 Mbps" when ordering HD content.

How much bandwidth will I use watching Shaw Direct On Demand?

The following chart indicates the **maximum** amount of bandwidth you could consume at each setting, assuming your internet connection is fast enough to support that level of streaming.

Maximum download rate	**Good enough for…**	**Maximum Usage** (GB per hour of On Demand video watched)
8 Mbps	HD/SD	3.52 GB/h
7 Mbps	HD/SD	3.08 GB/h
6 Mbps	HD/SD	2.64 GB/h
5 Mbps	HD/SD	2.20 GB/h
4 Mbps	SD	1.76 GB/h
3 Mbps	SD	1.32 GB/h
2 Mbps	SD	0.88 GB/h

9G. General Help

Most Shaw Direct On Demand issues occur when one or more of the minimum requirements are missing. Once all status fields in the Network menu read “Online” and the connection speed test completes successfully, you know that your receiver is properly connected to your home network and is able to communicate with our servers.

Beyond this, there are two additional requirements to access Shaw Direct On Demand:

1. Your account must not be in a past-due state. In accordance with our Terms and Conditions, access to Video on Demand and Pay Per View services are restricted when accounts reach a past-due status.
2. VOD access must be enabled on your account. If you don’t have VOD access enabled on your account, you may be able to access the VOD Browsing menu or “Title Search” menu, but when you press **ENTER** on a particular title nothing will happen. Give us a call and we should be able to get this resolved for you.

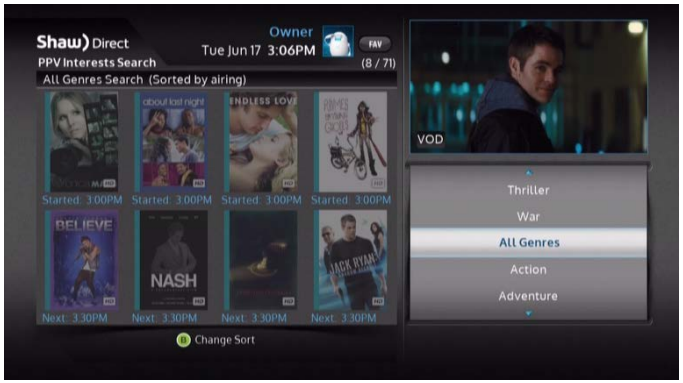
If you're still having trouble, or experiencing a specific error message, please refer to the VOD error message information available at www.shawdirect.ca/vod. If you're still not able to find a solution, give us a call anytime at 1-888-554-7827.

10.Other Menus

Menu Bar	5XX Remote	6XX Remote
PPV	N/A	N/A

10A. Pay-Per-View

Select the “Pay Per View (PPV)” icon to bring up the PPV menu bar. Select “***PPV Search***” to easily browse the currently airing and upcoming PPV Movies. This will display all PPV Movies with the movie’s poster for a more visual experience than browsing through the Guide.



Similar to the other search screens, use the **UP** and **DOWN** arrow buttons to first select a genre you may be interested in, or leave your selection on “All Genres” to view all upcoming movies. Press the **LEFT** arrow button to scroll through the movie posters on the left.

Your currently highlighted selection will be brighter and display a white border around the edge of the poster – the information for your currently highlighted movie will display in the Info Window on the right hand side. Here, you will find similar information you would find on regular programming, in addition to the specific program’s ordering instructions. This ordering information applies only to the airing date/time shown at the bottom of the poster. Press **C** on your remote to View Upcoming Airings for te movie you have highlighted.

You can also use the **B** button on your remote to change how your PPV search results are sorted. You are able to sort by airing date/time or alphabetically by title.

After you’ve called the 1-866 number and ordered your title, confirmation will be provided onscreen and the title will be recorded in the Purchase History menu.

IMPORTANT!

Take note of the “SD” and “HD” icons at the bottom right of each poster as this will indicate which format the upcoming airing is for.

10B. Mail Messages

Menu Bar	5XX Remote	6XX Remote
✉	N/A	N/A

Shaw Direct uses receiver mail to occasionally send short messages on account information or software updates. You can access your receiver mailbox by first selecting “Messages” from the Menu Bar, then “Mail Messages.”

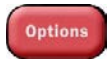
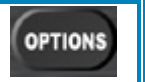
When a message is received, an envelope icon will appear in the Info Banner. If you have an HDDSR 605 or HDPVR 630, the envelope icon on the front of your receiver will also illuminate. After you read the message, it will turn off and the icon will disappear.

10C. Caller ID Log

Menu Bar	5XX Remote	6XX Remote
	N/A	N/A

If you have connected your HDDSR 605 or HDPVR 630 receiver to your residential telephone line and subscribe to Caller ID through your local phone company, incoming calls will appear onscreen in real time. You can access a log of your recent incoming calls by selecting "Call Log" from the Messages section of the Menu Bar. If you prefer, you can disable Caller ID by accessing **OPTIONS**, "Preferences," expand "User Settings and Appearance" and set "Caller ID notifications" to "Disabled". If operating in Multi-User mode, this setting can be modified on a per-user basis.

11. Settings Menu

Menu Bar	5XX Remote	6XX Remote
		

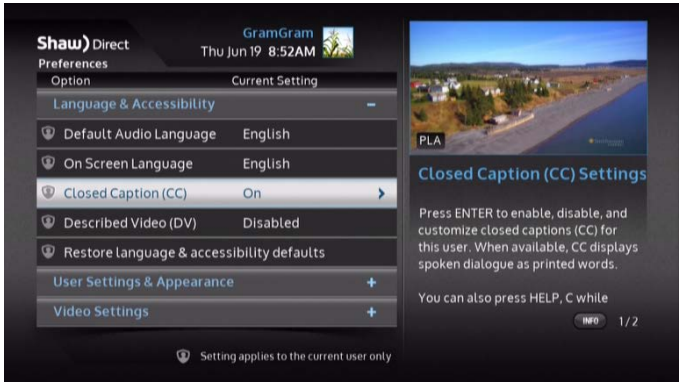
By selecting "Settings Menu" from the Menu Bar, or pressing **OPTIONS** on your remote control, you can access the Settings Menu Bar for your receiver. Note that certain settings may be unavailable and will be greyed out depending on the features of your receiver model. For example, PVR-specific settings are not available on the HDDSR 605 or 600. If set, an Owner PIN may be required to change certain settings.

11A. Preferences

If you're using Multi-User mode, most preferences are adjustable for each Profile. For example, one user may prefer to have their on-screen text displayed in English while another user may prefer French.

Settings that are adjustable per user are indicated with the shield ( ) icon – any changes made will apply only to the active user whose name is indicated at the top of the screen.

Language and Accessibility



- **Default Audio Language** [English, French]: Sets the default audio language. This can also be overridden for compatible channels by pressing the SOURCE button when watching TV.
- **On Screen Language** [English, French]: Sets the onscreen menu language. Guide data, including channel names and program descriptions, are not translated and will remain as written by the broadcaster.
- **Closed Caption (CC) Settings:** Allows you to enable Closed Captions decoded by the satellite receiver. Captions provided by the receiver do not appear over the onscreen menus, whereas those provided by the TV will. Press ENTER to access the closed caption settings. Enable Closed Captions to adjust the below.

- **Font Size** [Auto, Small, Standard, Large]: Select the font size used for on-screen closed captions
- **Font Style** [Auto, Monospace, Proportional, Capitals]: Changes the font style for captions.
- **Digital Service** [Auto, Primary Language, Secondary Language]: Select the language used for captions, auto is recommended.

GOOD TO KNOW

You can quickly enable and disable Closed Captions at any time by pressing **HELP, C**.

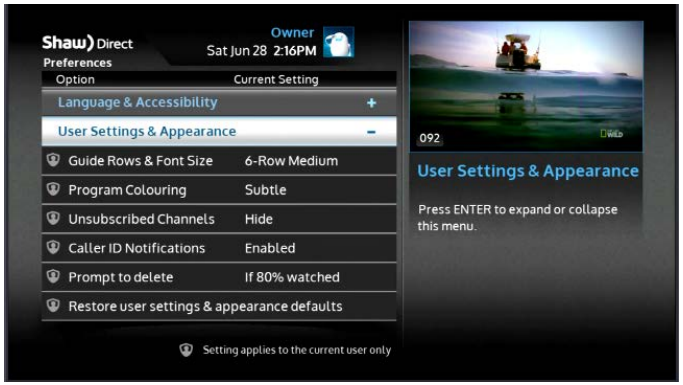
- **Descriptive Video Services (DVS)** [Disabled, Enabled]: Descriptive Video provides ongoing narrative descriptions of what is happening during the video portion of a television broadcast for the visually impaired. Not all programs contain descriptive video, but those that do are often indicated with the symbol in the Guide.

  While watching a channel which has additional audio tracks available, you can temporarily override your Audio Language and Descriptive Video settings by pressing **SOURCE** on the remote control and selecting a new audio track. Channels with additional audio tracks appear with the symbol on the Info Banner.

GOOD TO KNOW

You can quickly enable and disable DVS at any time by pressing **HELP, D.**

User Settings and Appearance



The ***User Settings and Appearance*** menu allows you to customize the way the Guide looks, as well as set user-specific settings such as Caller-ID display. Press **MENU**, select “Settings”, select “Preferences” and expand “User Settings and Appearance”.

The following options are available in the Guide Settings menu:

- **Guide Rows & Font Size** [6-Row Large, 6-Row Medium, 8-Row Small]: Allows you to adjust how many channels you see at once from within your guide. Also adjusts your font size for the guide and on-screen text.

GOOD TO KNOW

Your receiver relies on the “TV Type” setting (found under Hardware Settings) to determine which setting to apply to newly created profiles.

- **Program Colouring** [Full-Colour, Subtle]: Adjusts the colour style for program genres within your guide. “Full-Colour” features a bright colour gradient whereas “Subtle” features a horizontal colour bar on each program.
- **Unsubscribed Channels** [Show, Hide]: Choose to hide channels which are not included in your current programming package. If set to “Show,” these channels will be greyed out within your guide.

  GOOD TO KNOW

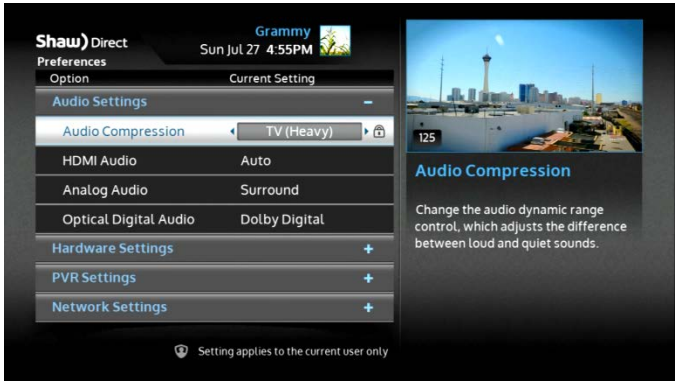
  Channels on free preview will automatically appear in your Guide when available, and return to grey when the free preview has ended.
- **Caller ID Notifications** [Enabled, Disabled]: If you have connected a phone line to your receiver, you are able to enable or disable on-screen Caller ID Notifications. Note, caller ID function is not available on the HDDSR 600.
- **Prompt to Delete Recordings** [If 80% Watched, Always, Never]: HDPVR 630 only. The prompt to delete recordings setting determines whether you are automatically prompted to delete a recording once it has been viewed and stopped (by pressing **STOP** or once the recording has automatically finished). You can set this to only prompt if more than 80% has been viewed, to always prompt once **STOP** is pressed or never be prompted.

Video Settings

The video settings menu is explained on **page 2**.

Audio Settings

Audio Settings allows you to optimize the quality of sound that your HD receiver outputs. The following settings may be available.



- **Audio Compression** [TV (Heavy), No Compression, HiFi (Light)]: These settings change the Audio Dynamic Range Control, which adjust the difference between loud and quiet sounds. If you are connected directly to your TV for sound, “TV (Heavy)” is usually best. If connected to a home theatre system, either “HiFi (Light)” or “No Compression” may be preferred.
- **HDMI Audio** [Auto, Pass Through, PCM]: These settings control the audio signal sent through the HDMI cable. “Pass Through” will not perform any conversion. Note that some TVs will not produce any audio in this mode. “PCM” converts all audio to the PCM format, which is compatible with nearly all TVs. If “Auto” is selected, the receiver will query your TV as to its preferred audio mode and adjust accordingly.
- **Analog Audio** [Surround, Mono, Stereo]: These settings control the Red and White stereo audio outputs. “Surround” is usually optimal.

- **Optical Digital Audio** [Dolby Digital, PCM]: These settings control the audio signal sent through the digital Optical cable. "Dolby Digital" will not perform any conversion and will provide Dolby Digital 5.1 sound on indicated programs when connected to a compatible home theatre system. "PCM" will convert the audio the PCM format.

If you are connected via HDMI directly to your TV, you may have to select "PCM" in order to get sound.

Hardware Settings

- **Clock Format** [AM/PM, 24 Hour]: Change the time display for the clock and program information to either 12-hour AM/PM format or 24 hour format.
- **Clock display when off** [Enabled, Disabled]: Turn the front panel clock display on or off while receiver is turned off. HDDSR 605 and HDPVR 630 only.
- **Front Panel Display** [Bright, Dim]: Brighten or dim the front panel time/channel display. HDDSR 605 and HDPVR 630 only.
- **Remote Control Address:** The UHF remote control provided with your HDPVR 630 or HDDSR 605 has a range of approximately 150+ feet. If there are other satellite receivers in the vicinity, you may need to change your remote control address to prevent a different remote from controlling your receiver. Press **ENTER** to change your receiver's remote control address – on-screen instructions will then be provided to pair your remote.
- **eSATA Hard Drive:** Indicates external hard drive status, showing "Connected", "Disconnected", or "Not In Use". Refer back to section 7 for more information.
- **External Hard Drive Setup:** After a reboot, your HDPVR 630 will automatically display any warnings or instructions related to your external hard drive. If you accidentally remove these, or are not logged into an Owner-level profile when they appear, you can re-launch them by selecting this button.

PVR Settings

- **Start Early When Possible/End Late When Possible** [off, 1-5 minutes]: These settings will apply globally to all of your Recording Events. A start early or end late buffer set here will only activate "when possible", such as when a tuner is scheduled to be free before or after a recording event. You can also add buffers to specific Recording Events by using the PVR Options menu, as explained on **page 27**.
- **PVR History** [0-90 Days]: The PVR History setting determines how much time must pass before your HDPVR records the same episode again.

- **Skip Forward/Skip Backward Duration** [10-300 seconds]: Sets the duration of time that is automatically skipped through when using ↻ **SKIP FORWARD** or ↺ **SKIP BACKWARD**.
- **Live Record to Disk (LOD)** [Enabled, Disabled]: Enable or disable the ability to use LOD, as referred to on page 36.

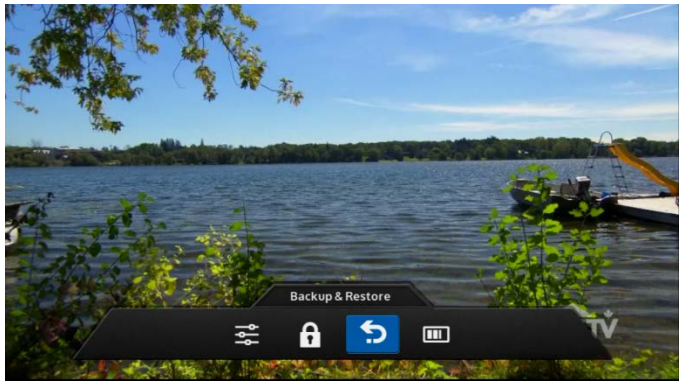
Network Settings

- **DCHP Refresh**: Press ENTER to refresh DHCP for Shaw Direct On Demand troubleshooting. This may be necessary if your network configuration or connection has been recently changed.
- **DHCP** [Enabled, Disabled]: DHCP (Digital Host Configuration Protocol) is related to your IP address. Most network setups should have this setting set to "Enabled" unless you have a static IP address. The following fields will have to manually be adjusted if this option is set to "Disabled."
    - IP Address
    - Subnet Mask
    - Gateway Address
    - DNS Address
- **Maximum Download Rate** [Unlimited, 2-8 Mbps]: By setting a maximum download rate, streaming will use less bandwidth by lowering the video quality. See section 9 for more on download rate limits.

IMPORTANT!

HD VOD titles require at least 5.0 Mbps to stream. Settings lower than this will be **temporarily overridden** to "5 Mbps" when ordering HD content.

11B. Backup and Restore



"Backup and Restore" allows you to backup your Multi-User (profiles) or Single User settings to a USB key, to transfer to another 6XX satellite receiver. This is useful for replicating your settings on other receivers in your household, to replace previous settings when your receiver has been replaced, or to reload settings after a factory reset has been performed.

To backup your settings, insert a USB key into the front panel slot of your receiver. Access this menu, enter a PIN if prompted, then expand "Backup Users and Settings" and select any slot to load onto (up to 5 slots are available).

To restore your settings, insert the USB key into the front panel of your receiver and access this menu. Enter a PIN if prompted, then expand "Restore Users & Settings" and select the same slot number you previously used to back up to. Any PINs will be reset as part of the restore action and will need to be reset.

11C. Status

System Status

The System Status menu displays a variety of diagnostic information about your receiver, including signal strength on each tuner, authorization status, current software version, and more.

In this menu, you can access the “Tune in satellite” screen by pressing **A** on your remote. You can also press **OPTIONS, 4, 3, 1** to access this menu. Audio may be temporarily lost while in this menu, and will return when you change channels.

Network Status

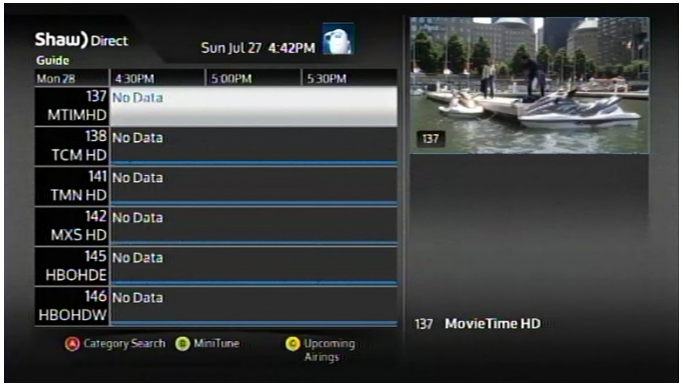
The Network Status menu displays information related to your internet connection and Shaw Direct On Demand. More details on this screen are found on page 45.

OSS Attributions

This menu contains Open Source Scan attribution information and legal text.

12. Frequently Asked Questions

12A. General FAQ



Q. Why is there *no information* showing in the IPG?

A. When a receiver is activated for the first time, the IPG will show limited or sporadic program information for up to 60 minutes. This is because the receiver needs to download the listings information. We encourage you to stay out of the IPG during this time. After a reset or a power loss, the receiver may require up to 5 minutes for the data to reload from backup.

If ratings locks are enabled and there is no ratings data available, the PIN will be required during the loading phase.

Q. Can I record 2 programs and watch a 3rd channel live?

A. Because the HDPVR only has 2 tuners and both are in use when you are recording 2 different programs, you can only watch a 3rd program off of the DVR list. You can utilize the Search tool or "View upcoming air dates" option to search for an alternate airing of the program you are trying to watch.

You can also watch a program on VOD while recording two other programs. Refer to the Shaw Direct On Demand section more information.

Q. Why is my HDPVR recording the same program multiple times per day?

A. The HDPVR makes all of its decisions based on the guide data it receives. If the data does not distinguish between episodes, **and** you have set your HDPVR to record on "All Channels", "SD only" or "HD only", the PVR will assume each airing may be unique and record it. The simplest way around this situation is to use the PVR Options menu to set the Recording Event to record on a single channel only.

Note that certain broadcasters may not submit program information a full 14 days in advance, but will submit specific information closer to when the program airs. Rest assured knowing your PVR will automatically respond to these changes and update the recording schedule as necessary.

Q. My receiver is frozen or acting funny. What do I do?

A. The first thing to do is wait. If things don't return to normal within 30 seconds, attempt to power off the receiver, wait 30 seconds, and power it back on. If this fails, or your receiver is still not functioning normally, hold down the power button on the **front** of the receiver for 10 seconds, or remove the power cable from the back of the receiver. This will reboot the receiver and functionality should return to normal. Note that Guide data may take some time to reload following a reset.

If things still aren't working properly, give us a call at 1.888.554.7827 to speak with a Technical Support Representative. We're here to help 24/7/365!

12B. Shaw Direct On Demand Frequently Asked Questions (FAQ)

Q. Can I pause, rewind, or fast forward Shaw Direct On Demand content?

A. All Shaw Direct On Demand content can be paused and resumed using the PAUSE (⏸) and PLAY (▶) buttons on your remote control. With pay content, you can rewind using the SKIP BACK (⟲) button or move ahead using the SKIP FORWARD (⟳) buttons.

Jumping to a particular point is easy with **Absolute Jump**. Use the number keys to enter the time you want to jump to, followed by the PLAY (▶) key. For example, pressing **2, 0, PLAY** will jump to 20:00 (minute 20) in the program.

You can also move around using **Absolute Skip**. Use the number keys to enter the number of minutes you want to skip, followed by SKIP FORWARD (↻) to move forward, or SKIP BACK (↺) to move backwards. For example, pressing **1, 5, SKIP BACK** will move 15 minutes back in the program.

If you stop watching a particular show partway through, where you stopped is remembered. You can resume on any connected satellite receiver from the same point!

Note that certain content, especially primetime TV shows, may have restrictions on the ability to skip forward or backwards.

Q. Can I watch my order on more than one TV at the same time?

A. The same order can only be streamed to a single device at a time. If you attempt to stream the same order to two different devices, you may see an error appear. However, if you do have multiple connected receivers there is no limit on the number of different orders you can watch at the same time. Plus, where you stop is remembered across all devices so you can always start an order in one room, stop it, and then resume playback from the same spot in a different room!

Q. My Internet connection isn't fast enough for Shaw Direct On Demand. Can I buffer or download the content first and watch it later?

A. Shaw Direct On Demand uses the latest in adaptive streaming technology to make VOD available to a variety of different internet speeds. In order to make Shaw Direct On Demand available to all our customers and not just those with a PVR, it is not possible to "download" VOD content for viewing later.

Q. Can I access Shaw Direct On Demand outside of Canada?

A. No. Due to licensing considerations, Shaw Direct On Demand is only available within Canada. An error will be presented if you attempt to access Shaw Direct On Demand outside of Canada or from a non-Canadian Internet Service Provider.

Q. I have a wireless (WiFi) home network. Can I connect my satellite receiver wirelessly?

A. It is **not** possible to use a USB wireless adapter, 4G Wireless stick, or other USB-based devices to connect your Shaw Direct satellite receiver to the internet. Products which enable connectivity via the regular Ethernet port like a **wireless media bridge** are technically capable of getting your satellite receiver online. However, due to the wide range of setup processes and number of factors affecting wireless performance, Shaw Direct is not able to officially support this connectivity method. Video dropouts and slower performance and quality may be experienced when using a wireless connection to access Shaw Direct On Demand.

If you aren't able to run a direct line between your satellite receiver and home router, we recommend using two 200 Mbps or greater HomePlug Ethernet Powerline devices to bridge the connection. They cost less than most wireless media bridges, are easier to setup, and are generally more reliable for Shaw Direct On Demand access.

Q. How soon after airing do TV shows appear on Shaw Direct On Demand?

A. Most daytime and primetime TV shows from Global, Citytv, and CTV are available on VOD within 24-48 hours after airing.

Q. I have an HDPVR 630. Can I record Shaw Direct On Demand content?

A. No. Much like renting a DVD, VOD licensing precludes the ability to make copies in any form. However, all orders are available for unlimited viewing (on a single device at a time) during the order window, which is generally 24 or 48 hours. After an order has expired, it must be rented again at the specified price.

Q. I'm getting slower speeds on the receiver-based Connection speed test than expected. What's up?

A. There are a number of factors to consider when interpreting the results of the connection speed test. First, it's important to note that it's just a snapshot of the speed at the moment the test was run. Heavy network traffic at that time (either at in your home or outside of it) may have resulted in lower results.

Next, know that the results you get on your satellite receiver are not expected to match the ones you get on a PC or laptop. This is due to the different architectures, memory, processing speeds, etc. between the two devices.

Third, the connection speed test is a measure of how fast your satellite receiver is able to download content from the Shaw Direct On Demand network, not an overall gauge of how fast your internet is.

There are a variety of factors related to how far the data needs to travel between the Shaw Direct On Demand network and your satellite receiver which can affect how fast you're able to connect. Using a wireless connection will also reduce the speed test results.

If results still seem low, make sure no one else in the house is using a lot of bandwidth while you're running the speed test. File sharing, online gaming, video streaming, VOIP services, and more all use a fair amount of bandwidth.

We're also always making upgrades to our network to enhance your experience. If you're having ongoing issues, let us know by dropping the Contact Us team a note with your account information and which Internet Service Provider you're using.